



## Glasgow 2026 Commonwealth Games – Job Description

<b>Job title:</b>	Games Family Service Centre Deputy Manager
<b>Division:</b>	Protocol
<b>Department:</b>	EXO
<b>Reports to:</b>	Games Family Service Centre Manager
<b>Location:</b>	Glasgow

### Background to the Glasgow 2026 Commonwealth Games

The journey to Glasgow 2026 starts now – and we want **YOU** to be part of it!

Get ready for a brilliant new era for the Commonwealth Games, blending world-class sport with a sustainable, future-focused vision. In under 200 days, Glasgow will transform into a global hub for sport and culture, welcoming 3,000 athletes from 74 nations, across 11 days of action, fuelled by the city's unstoppable energy and passion.

Glasgow 2026 is set to revolutionise the Games with a bold experience that reflects the city's resilience and innovation. This is more than just an event; it's a movement – a celebration of unity, equality, and sporting excellence. A movement that will not only deliver a world-class sporting experience, but will also create a lasting legacy, maximising social and economic benefits for the city and the Commonwealth.

Don't miss your chance to be part of something historic!

Joining the Glasgow 2026 team means being part of something extraordinary. This is an opportunity to shape the future of major sporting events, bringing the world together for 11 days of unforgettable competition and culture.

We are looking for team members to run the Games Family Service Centre at the Games Family Hotel where they will be supporting senior delegates from Commonwealth Games Associations, International Federations, Commonwealth Sport, international government dignitaries and senior leaders from the Glasgow 2026 Organising Company.

The ideal candidates will be excellent communicators and problem solvers who can prioritise issues quickly and work well at pace.

This role will be based at a hotel in central Glasgow and will operate at extended hours to cover early and late shifts in line with flight arrivals.

### Role Summary / Key Accountabilities

#### Team leadership

- Support the Games Family Service Centre Manager to lead a small team of OC staff, volunteers and Commonwealth Sport colleagues at the Games Family Service Centre
- Establish a strong team culture of high quality service and provide delivery at pace



- Ensure team members are clear on their responsibilities and integrate well with each other
- Motivate the team over extended operating hours

**Operational delivery**

- Resolve questions and queries from the Games Family, linking in with other parts of the Organising Company to secure the information if required
- Provide advice on Glasgow city and transport
- Ensure robust and timely reporting of issues and status to the Protocol Command Centre
- Support the delivery of the pre-opening Ceremony receptions and transport plans
- Provide ad hoc support (either directly or of the team) to other Functional Areas in the hotel including accreditation and transport based on peaks in demand
- Prepare thorough handover to alternative shift to ensure smooth service across both shift patterns
- Work closely with the Commonwealth Sport team running the wider hotel operations

The employee will adhere to all OC Health and Safety policies and procedures.

Responsibilities of the role will evolve during the lifespan of the OC, and the role profile will likely be adapted in line with the changing needs of the Games.

**Knowledge & Experience**

**Essential:**

- Strong customer service and communication skills
- Experience of engaging senior leaders from diverse backgrounds
- Excellent team working skills to link in with other parts of the OC
- Quick learner to familiarise and prepare for likely issues / questions
- Ability to solve problems at pace and prioritise issues effectively
- Flexible and adaptable based on changes in priorities
- Experience leading a team and upskilling volunteers at short notice

**Desirables:**

- Previous experience working on a sporting event
- Local knowledge of Glasgow and the city geography