

Commonwealth Games England

Operations Manager

Salary: £30,000 - £40,000

Duration: Fixed term contract role until 30th September 2026



The Commonwealth Games

The Commonwealth Games and Youth Games are about more than sport. In Birmingham 2022 there were more medals available to women than men, and The Games set new benchmarks in innovation, inclusivity, and sustainability, leaving lasting legacies for the people and economies in the regions that host them. Unlike the Olympics and Paralympics, the Commonwealth Games sees para-sport and non-disabled sport running simultaneously. The Birmingham Games delivered the largest integrated para-sports programme of any Games to date with 59 medal events across eight para sports and reinforced the values of inclusivity across the “friendly” Games culture.

Glasgow is now confirmed as the host city for the 2026 Commonwealth Games from 23rd July – 2nd August. Up to 3,000 athletes from 71 global and diverse teams will take part across an integrated 10 sport and para-programme, at world class, prominent venues across the city. Building on its reputation from hosting the games in 2014, Glasgow will once again deliver an inspirational and memorable event, celebrating sport, culture and community.

Commonwealth Games England (CGE)

CGE leads and manages the participation of Team England at the Commonwealth Games and works closely with each sport's National Governing Body (NGB), our funding partner Sport England (SE), the Games' Organising Committee, the Commonwealth Games Federation (CGF), and corporate partners. We help deliver excellent performance environments; represent England effectively within the CGF; and raise the profile and reinforce the value, reputation, and future of this great sporting spectacle.

CGE recognises and embraces the diversity of England and celebrates the many benefits it offers us as a nation and organisation. We are committed to encouraging equality, diversity, and inclusion in all our policies, processes, procedures, practices, and people development.

Job Purpose

The Operations Manager will report to, and work closely with, CGE's Head of Events and Games Operations to ensure an exceptional operational delivery and environment for Team England at a Commonwealth Games. The delivery of a Commonwealth Games is very complex, and this role requires strong organisational and management skills, along with the ability to communicate clearly and remain task focused.

The role will work closely and collaboratively across the Games Delivery team and will have responsibility for several key functions related to the preparation and delivery of Team England to the Commonwealth Games including, but not limited to, Accreditation, Team Accommodation, Sports Entry process and Ticketing as well as supporting the wider workforce recruitment and preparation.

This role requires excellent organisation skills and a high level of flexibility as the working environment and remit continues to evolve leading into, and throughout the Commonwealth Games itself.

Games-time role

The Operations Manager role will have a key games-time role. Due to ongoing and developing plans, specific games-time responsibilities will be confirmed in due course.

Accountabilities

Pre-Games: Key responsibilities include:

Accreditation

- Lead, deliver and project manage Team England's Games-time accreditation and visa requirements for attendance to the Games and oversee the accreditation process for team members and guests during the Games.
- Oversee and work with sports / Team Leaders to ensure that all necessary delegation accreditation and personal data is accurate and captured in accordance with Team England and G2026 timeframes.
- Ensure of GDPR compliance within Team England's accreditation database and when sharing Games-related data between organisations.
- Work closely with Team England's Head of Sport to submit athlete entries (sport / discipline / event information) and the coordination of Team size and accreditation process.

Accommodation

- Lead on the coordination and planning of Team England's games time accommodation requirements, including, but not limited to, athlete and official village accommodation allocations, Extra Team Official (ETO) accommodation and stakeholder / VIP accommodation.
 - Work closely with the G2026 Organising Committee's (OC) accommodation functional area, to map and allocate team accommodation requirement across games-time properties to ensure integrated planning and delivery.
 - Work closely with any additional Team England accommodation provider to secure and allocate required accommodation and bed spaces.
 - Work closely with all functional leads to ensure that all accommodation requirements are aligned with wider games operations Scope and coordinate Team England's 'home from home' requirements within the games-time accommodation spaces, leading on sourcing and the procurement of necessary equipment and items.
 - Support the Head of Events and Games Operations to track accommodation budget.

Other projects

- Lead on Team England's Games ticketing policy and processes, distribution before and during the games.
- Support the process for the recruitment, mapping and deployment of up to 70 volunteer workforce. This would include supporting the team to scope the requirements, creating job descriptions, advertising, interviewing, recruiting, onboarding and training to ensure they are best prepared for the Games.
- Work closely with the Head of Events and Operations to coordinate procurement, including ensuring the Team are following an approved procurement process. Areas of procurement include Information Technology, Insurance, sport and recovery equipment, office equipment and consumables.
- Ensure spend remains within budget, is reported correctly, and has followed the appropriate spend approval process. Competitive pricing and achieving value for money is highly important.
- Support other areas of delivery as required, including but not limited to, Kit and Kit distribution, Villages and Venues, Pre-Games Preparation, Games Readiness, King's Baton Relay

- Contribute to Games-specific planning groups / other project groups (internal and external) as required.
- In conjunction with the wider Games Delivery team, ensure the relevant transfer of knowledge elements of delivery are captured and feedback appropriately.

Role Details

Location: Your normal place of work will either be at the Commonwealth Games office in London or at home. There is currently a requirement for staff to be in the office 2 x week. Please note, the time in the London office may increase nearer games time.

Person Specification

| Criteria | Essential | Desirable |
|--|-----------|-----------|
| Experience/Knowledge | | |
| Knowledge and experience of major sporting events / teams or multi-sport competitions in an operations or similar role | X | |
| Experience of using database systems and data management, demonstrated through experience with accreditation systems or similar data-heavy platforms | X | |
| Experience with accommodation management for events or large groups | | X |
| Skills | | |
| Excellent organisational skills and the ability to prioritise tasks | X | |
| Proven ability to meet deadlines while maintaining attention to detail | X | |
| Behaviours / Competencies | | |
| A strong and clear communicator | X | |
| Interpret and anticipate change and respond effectively | | X |
| Collaborative mindset with experience working in team environments | X | |
| Ability to operate well under pressure | X | |

Equal Opportunities Policy

Commonwealth Games England (CGE) is an equal opportunities organisation and is committed to providing equal opportunities to all employees and potential employees. This includes the recruitment, selection, training, work conditions and career management/ promotion of employees.

Commonwealth Games England opposes all forms of unlawful and unfair discrimination on the grounds of colour, race, nationality, ethnic or national origin, sex, sexual orientation, marital status and civil partnership, gender reassignment, religion or belief, and disability and is committed to eliminating discrimination and harassment in the workplace.

CGE is Disability Confident. We welcome applications from all qualified candidates and can provide reasonable adjustments throughout the recruitment process and during employment.

How to apply

To apply for the role, please send a CV and covering letter to recruitment@teamengland.org

Please also complete the anonymous Diversity monitoring form via this link.
<https://forms.office.com/e/4Gvy3SwzfS>

Closing date: Monday 13th January (5pm)

Interviews are likely to take place on Tuesday 21st / Wednesday 22nd January, preferably in person at the Commonwealth Game England Offices in London.

Virtual interviews can be arranged and for questions about accessibility or to request adjustments, please contact Commonwealth Games England via the email address above.