



Volunteer Role Profiles

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Accreditation Assistant

Role Title	Accreditation Assistant
Hours of Work	Pre-Event Days & Event Days – full day (approximately 08:00 – 16:30 but times will vary)
Tasks and Responsibilities	<ul style="list-style-type: none"> • Distribute accreditation passes to stakeholders on arrival to accreditation centres based on approved applications and access levels indicated on accreditation lists • Maintain a tidy accreditation centre • Log passes when they are collected • Assist with any general enquiries that stakeholders may have • In the event an individual has arrived at the wrong centre, direct them to the correct accreditation centre from which they can collect their pass • In the event that an individual is not on any accreditation lists, contact the event management team for further assistance (before doing so, please ensure you ask for the person's name, organisation and what is their role at the event)
Skills	<ul style="list-style-type: none"> • Approachable and a confident communicator • Able to stay calm under pressure • Problem solver • Comfortable in dealing with complex, difficult and challenging situations or people • Comfortable working in a team • Comfortable using Microsoft Excel
Benefits	<ul style="list-style-type: none"> • Major Event Experience • Meal on site • Event t-shirt



Athlete Logistics Assistant

Role Title	Athlete Logistics Assistant
Hours Of Work	Event Days only – full day (approximately 08:00 – 16:30 but times will vary)
Tasks and Responsibilities	<ul style="list-style-type: none">• Distribute passes to stakeholders on arrival to accreditation centres based on approved applications and access levels indicated on accreditation lists• Log passes when they are collected• Maintain a tidy athlete area• Assist with any general enquiries that stakeholders may have
Skills	<ul style="list-style-type: none">• Approachable and a confident communicator• Able to stay calm under pressure• Problem solver• Comfortable in dealing with complex, difficult and challenging situations or people• Comfortable working in a team• Comfortable using Microsoft Excel
Benefits	<ul style="list-style-type: none">• Major event experience• Meal on site• Event t-shirt



Field Event Data Entry Assistant

Role Title	Field Event Data Entry Assistant
Hours of Work	Event Days only – from approximately 3 hours before the start of the competition – Training will be given.
Tasks and Responsibilities	<ul style="list-style-type: none">• Input field event data into computer software for live event results on the field event boards• Working in conjunction with the timing contractors at the events
Skills	<ul style="list-style-type: none">• Approachable and a confident communicator• Able to stay calm under pressure• Problem solver• Confident using a computer• High attention to detail• Comfortable working in a team• Knowledge of officiating is desirable but not essential
Benefits	<ul style="list-style-type: none">• Major Event Experience• Meal on site• Event t-shirt



Medal Ceremonies Assistant

Role Title	Medal Ceremonies Assistant
Hours of Work	Event Days only – from approximately 2 hours before the start of the competition
Tasks and Responsibilities	<ul style="list-style-type: none">• To help the officials direct and chaperone the top 3 athletes from each event, from the field of play after their finals, to the podium for their medal ceremony• To assist the Medal Ceremonies Lead with preparing the medals for presentation
Skills	<ul style="list-style-type: none">• Good listening skills• Able to stay calm and focused under pressure• Confident approaching athletes• Good at time management and sticking to a fast-paced schedule• Able to work quickly• Good knowledge of athletics events is desirable• Good attention to detail
Benefits	<ul style="list-style-type: none">• Major Events Experience• Meal on site• Event t-shirt



Media Assistant

Role Title	Media Assistant
Hours of Work	Event Days*– from approximately 2 hours before the start of the competition
Tasks and Responsibilities	<p>Tasks will include some, but not all, of the below:</p> <ul style="list-style-type: none"> • Assist with the set-up of media areas at venue • Staff the media centre/photographer’s room to provide assistance to accredited media • Ensure media areas are sufficiently stocked with media information • Act as a link between accredited media and British Athletics media staff • Manage the distribution and collection of photographer bibs • Assist with any other media related tasks that may arise • *Media Assistants may be required to attend the event press conference the day before competition
Skills	<ul style="list-style-type: none"> • Personable and approachable • Confident manner • Able to work well as part of a team • Good organisation skills • Problem solver • Interested in sports media • Comfortable in dealing with complex, difficult and challenging situations or people
Benefits	<ul style="list-style-type: none"> • Major Events Experience • Meal on site • Event t-shirt



Post-Event Control Assistant

Role Title	Post-Event Control Assistant
Hours of Work	Event Days only – from approximately 2 hours before the start of the competition
Tasks and Responsibilities	<ul style="list-style-type: none">• Coordinating the kit collection of athletes in Post Event Control• Ensuring the right kit is collected by the competing athletes• Liaising with the Kit Carrier Managers to assist athletes with any lost kit
Skills	<ul style="list-style-type: none">• Approachable and a confident communicator• Able to stay calm under pressure and comfortable working in a high-pressure environment• Problem solver• Comfortable in dealing with complex, difficult and challenging situations or people
Benefits	<ul style="list-style-type: none">• Major Event Experience• Meal on site• Event t-shirt



Results Runner

Role Title	Results Runner
Hours of Work	Event Days only – from approximately 2 hours before the start of the competition
Tasks and Responsibilities	<ul style="list-style-type: none">• Work closely with the media team to distribute competition entry lists/start lists/results and quotes to key groups within the event, including media and technical officials• Assist with general media requests or advise where the information can be found• Support the Flash Quotes team with athletes after they have competed when necessary• Keep the results boards up to date at various points throughout the venues• Direct media to their areas within the venue and assist them where possible
Skills	<ul style="list-style-type: none">• Good customer service skills• Approachable & confident communicator• Enthusiastic/energetic• Organised and good attention to detail
Benefits	<ul style="list-style-type: none">• Major Event Experience• Meal on site• Event t-shirt



Ticketing & Spectator Services Assistant

Role Title	Ticketing & Spectator Services Assistant
Hours of Work	Event Days only – from approximately 2 hours before the start of the competition
Tasks and Responsibilities	<ul style="list-style-type: none">• Show spectators to their designated seats.• Assist with any ticketing issues requiring resolution• Assist with spectator accessibility requirements where relevant• Assist with fan activations within the spectator concourse• Help with general directional way finding in and around the venue
Skills	<ul style="list-style-type: none">• Personable and approachable• Great communication and customer service skills• Enthusiastic/energetic• Good organisation skills• Comfortable in dealing with complex, difficult and challenging situations or people• Confident in escalating any issues or concerns to a member of staff
Benefits	<ul style="list-style-type: none">• Major Events Experience• Meal on site• Event t-shirt



Transponder Collector

Role Title	Transponder Collector
Hours of Work	Event Days only – from 2 hours before the Event - Training will be given.
Tasks and Responsibilities	<ul style="list-style-type: none">• To distribute and collect transponders from competing athletes• To listen to and follow the instruction of the officials, working to tight deadlines
Skills	<ul style="list-style-type: none">• Approachable and a confident communicate• Able to stay calm under pressure and comfortable working in a high-pressure environment• Problem solver• Comfortable in dealing with complex, difficult and challenging situations or people• Comfortable working in a team• Ability to work quickly and stick to a tight schedule
Benefits	<ul style="list-style-type: none">• Major event experience• Meal on site• Event t-shirt



Volunteer Coordinator

Role Title	Volunteer Coordinator
Hours of Work	Pre-Event Days & Event Days – full day (approximately 08:00 – 16:30 but times will vary)
Tasks and Responsibilities	<ul style="list-style-type: none"> • To assist with the set-up of the volunteer areas in use during the event • To help with general administration duties in the build up to the event and on event days • Trouble shooting and problem solving with the events team where necessary • Assisting with the accreditation and management of volunteers on event day, including the signing in and out of volunteers during their shift and chaperoning groups of volunteers to where they need to go for their shift • Assisting with volunteer rotas to ensure each volunteer gets a break • Ensuring volunteers receive their t-shirt and any other items they should have been provided with • Briefing volunteers where required (briefing notes will be provided in this case) • Experience of managing volunteers and delivering volunteer briefings desired but not essential
Skills	<ul style="list-style-type: none"> • Strong listener and communicator • Comfortable completing manual and sometimes repetitive tasks • Problem solver • Comfortable working in a team and following detailed instructions • Comfortable dealing with challenging situations and individuals • Confident in escalating any issue to a member of staff
Benefits	<ul style="list-style-type: none"> • Major Event Experience • Meal on Site • Event t-shirt