



Volunteer Program Role Descriptions

Role: Accreditation

Location: The Venue Accreditation Centre (VAC) at each venue

Duration: Accreditation volunteers will be based at the VAC which will be open 10 days before the venue's first match. After the first match the VAC will open 2 days prior to match days and the match day itself. Volunteers in the Accreditation team will not be required for every day the VAC is open, however anyone with more availability across the tournament would be best suited for this role.

About the Role: The Accreditation team works together with the Security team, to ensure the safety and security of those participating and attending the tournament. Accreditation volunteers will produce & distribute accreditation passes to individuals across the ICC T20 World Cup 2020 and support the accreditation operations at venue.

Accreditation supports access control at venues such as access to accredited spaces including the field of play, media centre or the players and match official area. Accreditation volunteers will also be required to carry out identification checks when distributing accreditation.

We need volunteers who:

- Can adapt and be flexible in lots of different situations
- Have a strong attention to detail
- Advanced IT skills – including experience with Accreditation Management Systems
- Are efficient and organised
- Deliver high levels of customer service
- Can remain focussed and thrive under pressure

If you are an outgoing individual, flourish working in a team, and have a strong customer service approach to working with different people, then this is the role for you!

Role: Broadcast and Media

Location: Broadcast & Media volunteers will be based across various areas at each venue, such as the media press box (the best seat in the house); or supporting operations at off-site media hubs.

Duration: Broadcast & Media volunteers will be needed on all match days at their assigned venue, there will also be some additional volunteer shifts available the two days prior to each match day at every venue.

About the Role: Volunteers in this team will assist the Venue Media Manager on the day to day operation of a media centre. Volunteers will provide a warm welcome to all media on match day and the days leading up to each match. On a match day, volunteers will assist the media ensuring they have everything they need to capture the action (interviews, quotations, footage) and then publish their stories. The role includes supporting the media team at press conferences and mixed zones in each venue. Broadcast & Media volunteers will also provide operational support to the Venue Broadcast Manager and the Broadcast team as they capture images to beam across the globe.

We are looking for volunteers who are:

- Warm and friendly
- Organised
- Able to work calmly and effectively in an extremely fast-paced and busy environment
- Fairly fit as this is quite an active role

This is a great role for anyone who has worked in or who is interested in a career or studying degrees relating to media, journalism, social media, communications, film and broadcasting. Experience in media operations would also be beneficial.

Role: Hospitality

Location: International Cricket Council/ICC T20 World Cup 2020 hospitality rooms at venues.

Duration: Hospitality volunteers will be required on all tournament match days at their allocated venue. Volunteers will also need to attend a shift the day before the first match at their venue to assist with the setup, become familiar with the hospitality space and to attend the final team briefing.

About the Role: Hospitality volunteers will support in the delivery of world class hospitality to important guests of ICC T20 World Cup 2020. As a member of the Hospitality team, you will meet and greet guests of the tournament, escort them to the function room and support the Room Hosts in welcoming and checking in guests. Volunteers in this team will help to ensure hospitality areas are well stocked and staff are keeping the areas clean and tidy. Additional tasks include: showing guests to their seats, assisting with ticket collection and answering questions about the event. Volunteers will provide a welcoming and engaging experience to guests as they arrive for their ICC T20 World Cup 2020 experience.

We are looking for volunteers who are:

- Warm, courteous, engaging and personable
- Organised with a high attention to detail
- Well-presented and eager to create a world class experience.

If you're an outgoing individual who is passionate about delivering great customer service, this is the role for you.

Role: Workforce Operations

Location: Workforce Operations volunteers will be based within the volunteer break area at the venues.

Duration: On a match day, the Workforce Operations team will be some of the first to arrive at the venue to welcome staff and volunteers on site. Workforce Operations volunteers have a long day; but one full of interaction and fun. After the match, the Workforce Operations team wave their goodbyes to the team they've supported and venture home for a well-earned rest!

About the Role: The Workforce Operations team deliver support to all volunteers and staff in and out of the venue. Volunteers in this team help create a warm and engaging environment where everyone can have fun, relax, and interact. The Workforce Operations team will be busy from the get-go; welcoming fellow volunteers for their shift, checking them in, distributing meal vouchers and any essential items fellow volunteers need to complete their roles. The ideal person for this volunteering role will be full of energy with creative and fun ideas to help produce an exciting atmosphere. The Workforce Operations team are there to keep us all smiling!

We are looking for volunteers who are:

- Warm, friendly and engaging
- Creative and able to make a space fun, friendly and enjoyable
- Able to motivate and energise a team
- Able to build rapport quickly as they will meet lots of new people

This is a great role for anyone who is looking to build a career or is interested in teaching, HR or recruitment. If you're a creative type, and able to motivate and engage groups of people, then we would love to hear from you!

Role: Social and Digital Media

Location: The role of a Social and Digital Media volunteer is one of the best for experiencing the most exciting parts of the venue. From the energy filled stands through to the bustling press boxes, you'll be on your feet, seeking out the best stories from around the venue.

Duration: Social and Digital Media volunteers will be required on match days at each venue. Social and Digital Media volunteer roles will also be sought to assist on the Trophy Tour which takes place prior to the start of the tournament.

About the Role: Social and Digital Media volunteers play a key role on a match day. They will capture exciting and engaging content not only during the match itself, but also in the build-up to the game as fans arrive, and as they make their way home after the final ball has been bowled. Social and Digital Media volunteers will also play an important part in moderating social images and content for the ICC T20 World Cup 2020 social channels and websites. As part of this team, they will gauge sentiment, and capture exciting content to share with the world.

We are looking for volunteers who are:

- Media enthusiasts, able to use a range of platforms effectively
- Confident engaging and communicating with groups of people
- Active as you'll be capturing content from all over the venue

If you're intrigued by the impact social media plays in sport, this is a fantastic opportunity to gain experience and learn from professionals in the field.

Come and help spread the message about the world's greatest cricket celebration and join us in the Social and Digital Media team!

Role: Transport

Location: Transport volunteers will travel between training and match venues, hotels, airports and city centres. With the use of the ICC T20 World Cup 2020 branded cars, Transport volunteers will transport a range of key personnel and VIP guests, including ex-cricketing legends, to some of the most iconic venues in the world.

Duration: Transport volunteers will play a crucial role up to two days before the match day, and the match day itself. There will be early starts and late finishes, ensuring all relevant personnel are where they need to be; however, during the match, things are a little calmer.

About the Role: Transport volunteers will be the engine room of the tournament, transporting key personnel in an ICC T20 World Cup 2020 branded car. The Transport team will be the first interaction with the guest on a matchday, ensuring they arrive safely and on time to the various locations. Volunteers will represent the tournament and have the chance to meet lots of different people from all walks of life, so this role offers a fantastic opportunity for someone interested in cricket, with a warm and welcoming personality.

We are looking for volunteers who are:

- Flexible and comfortable driving around cities
- Knowledgeable of the local area (added bonus!)
- Warm, friendly and able to build rapport quickly
- Between the age of 25 and 65 and have no more than 6 points on their driving license

This is a great chance to meet ex-players, celebrities, and key personnel involved with the ICC T20 World Cup 2020. If you're outgoing, friendly and have an interest in cricket, then this could be the role for you!

Role: Spectator Services

Location: Walking routes, transport points, fanzones within the host city, as well as in and around venues.

Spectator Services volunteers will be welcoming fans at the transport points, engaging new audiences and cricket fans at Fanzones and at the match venues. The Spectator Services team are the face of the tournament and we need your enthusiasm and welcoming personalities across a range of locations, ensuring that ICC T20 World Cup 2020 fans have an unforgettable experience.

Duration: Match day for the Spectator Services team begins very early and can finish quite late, but it's always full of excitement and a feast for the senses! Outside of match days, Spectator Services volunteers will occasionally support at Fanzones or Host City activations.

About the Role: The Spectator Services volunteers will be the heart and soul of the Tournaments, creating the unique and memorable atmosphere that only a World Cup can bring! Volunteers will be busy from the minute the first fans arrive at the venue and at key points along their journey, providing all the relevant information to ensure that spectators have an amazing world class day. We will provide tools to help create an atmosphere of excitement in and around every venue, helping guide spectators, answer questions, assist with cricket and sponsor activities and offer advice... all with a big smile!

We are looking for volunteers who are:

- Warm, engaging and welcoming
- Enthusiastic and fun to create a lasting impression on spectators
- Great at meeting new people
- Able to demonstrate excellent customer service skills
- Willing to 'roll up your sleeves' and get involved in fun fan-engaging activities

This role will appeal to people who love helping and interacting with others or who are looking for a future in customer services or workforce management. Knowledge of ICC T20 World Cup 2020 host cities is a bonus as you will be able to pass on your tips to cricket fans from all over the world.

Role: Venue Operations

Location: Venue Operations volunteers will be based throughout the venue.

Duration: On a match day, the Venue Operations team will be busy across the venue helping to make sure everything is running smoothly. Venue Operations volunteers will have a long day; but one full of variety that will be rewarding knowing that you have helped things run smoothly behind the scenes.

About the Role: The Venue Operations team make sure all areas of the venue are operating smoothly, ensuring all stakeholders have a world class experience; be that spectators, media, sponsors and even the teams themselves! Venue Operations volunteers will be busy from the get-go; assisting to prepare the venue prior to the gates opening, helping to respond to time critical tasks will be essential for a successful event.

The ideal person for this volunteering role will be full of energy with a proactive approach to their role. The Venue Operations team are there to keep the venue ticking like clockwork!

We are looking for volunteers who are:

- Proactive and creative
- Energetic and enthusiastic with a reasonable level of fitness to move around the venue
- Able to motivate and energise a team
- Able to build rapport quickly as they will meet lots of new people

This is a great role for anyone who is looking to build a career or is interested in event management, venue management or sports management.

If you love events, sport and venues, and want a fantastic opportunity to build on your event delivery experience, then we would love to hear from you!