



Volunteer Opportunities



London Legacy Volleyball Cup
12th & 13th September 2015
Copper Box Arena, Queen Elizabeth Olympic Park
Stratford, London E20 3HB

About the opportunity

Volleyball England needs inspiring, creative and motivational people to join our amazing army of volunteers and make a difference at the London Legacy Volleyball Cup. Volunteers play a vital role at all our events across the country, carrying out a variety of roles.

You'll be supporting all areas of the event – from pre-event planning, to set-up and event delivery. This could involve supporting the Teams through one of our Team Liaison roles, or playing a vital role on court as one of our Courtside Assistant Managers, or lining the way to and from the venue as one of our Last Milers. We're looking for volunteers with a proactive attitude and lots of enthusiasm to join the Event Makers.

What support will we give you?

Once signed up as a volunteer with us we'll make sure you have all the info before the big event about where to go, what to wear, who will be meeting you and what you will be doing. Once you arrive we'll provide you with some volunteer kit, a briefing from your supervisor, and an introduction to your fellow volunteers. When you are on shift during lunch and dinner we will provide you with food and refreshments.

What benefits can I expect?

- The opportunity to develop new and existing skills
- A chance to meet new people
- The opportunity to help deliver an event at the iconic Copper Box Arena on the Queen Elizabeth Olympic Park
- The satisfaction of knowing you are making a valuable contribution to the biggest Volleyball event of 2015
- If your role and shift sees you volunteering away from the venue we will ensure that you get some time to watch

About the event

The inaugural London Legacy Volleyball Cup will be the biggest volleyball event held in England since the London 2012 Olympic and Paralympic Games. The event will see the best European Teams play the best English Teams.

The event plays host to Polish powerhouse and Champions League Final Four Club PGE Skra Bełchatów, VfB Friedrichshafen, the thirteen times German Champions and thirteen time German Cup holders and Champions League winners in the 2006/2007 season, Reigning French Women's Ligue A champions, RC Cannes, and elite German women's team, Schweriner SC.

The English teams comprise Team Northumbria, reigning Volleyball England Super 8s champions for both men and women, CBL Polonia London men and Polonia SideOut London women.

The Match Schedule will be as follows;

Saturday 12 September – Day Session

11:00 Polonia Sideout London vs. Schweriner SC
13:30 Team Northumbria vs. VfB Friedrichshafen

Saturday 12 September – Evening Session

17:30 Team Northumbria vs. RC Cannes
08:00 CBL Polonia London vs. PGE Skra Bełchatów

Sunday 13 September – All Day Session

11:00 Polonia Sideout London vs. Team Northumbria
13:30 CBL Polonia London vs. Team Northumbria
16:00 RC Cannes vs. Schweriner SC
18:30 PGE Skra Bełchatów vs. VfB Friedrichshafen

Volunteer Roles required

Role	Number	Commitment Required	Accommodation Provision
Workforce Manager	1	Thursday evening – Sunday	No Accommodation provided
Courtside Assistant Managers	4	Saturday and Sunday In line with Courtside Assistants	No Accommodation provided
Courtside Assistants Group 1	20	Saturday 09:30 – 16:30 Sunday 09:30 – 16:30	No Accommodation provided
Courtside Assistants Group 2	20	Saturday 15:45 – 23:00 Sunday 15:00 – 21:00	No Accommodation provided
Team Liaison – European Teams	3	Friday Morning – Monday Midday	Accommodation provided
Team Liaison – English Teams	4	Friday – Sunday In line with Team schedule	No Accommodation provided
Announcers	2	Friday Afternoon – Monday	Accommodation provided
Transport Liaison Holiday Inn	1	Friday Morning – Sunday night	No Accommodation provided
Transport Liaison IBIS Excel	1	Friday Morning – Sunday night	No Accommodation provided
Transport Liaison Copper Box Arena	1	Friday Morning – Sunday night	No Accommodation provided
Accommodation & Catering Liaison Holiday Inn	1	Friday Morning – Monday Morning	No Accommodation provided
Accommodation & Catering Liaison IBIS Excel	1	Friday Morning – Monday Morning	No Accommodation provided
Copper Box Arena Catering Manager	1	Saturday and Sunday	No Accommodation provided
Client / Spectator Services Manager	1	Saturday and Sunday	No Accommodation provided
Accreditation Manager	1	Thursday – Monday	No Accommodation provided
Information Desk / Merchandise Manager	1	Saturday and Sunday	No Accommodation provided
Information Desk Volunteers	3	Saturday and Sunday	No Accommodation provided
Merchandise sellers	6	Saturday and Sunday	No Accommodation provided
Press & Communications Liaison	1	Saturday and Sunday	No Accommodation provided
Mixed Zone Team	4	Saturday and Sunday	No Accommodation provided
Social Media Manager	1	Friday – Sunday	No Accommodation provided
Social Media Officers	2	Friday – Sunday	No Accommodation provided
Photographers	2	Saturday – Sunday	No Accommodation provided
Website Manager	1	Pre event	No Accommodation provided
Programme Manager	1	Pre event	No Accommodation provided
Branding Manager – Venue and Last Mile	1	Pre event	No Accommodation provided
Live Stream Camera Operators	2	Friday – Sunday	No Accommodation provided
Go Spike Activity Managers	2	Friday – Sunday	No Accommodation provided
Go Spike Activity Coaches	4	Friday – Sunday	No Accommodation provided
School Engagement Liaisons		Friday – Sunday	No Accommodation provided
Last Mile Manager	1	Saturday and Sunday	No Accommodation provided
Last Mile Volunteers	10	Saturday 09:30 – 16:30 Sunday 09:30 – 16:30	No Accommodation provided
Last Mile Volunteers	10	Saturday 15:45 – 23:00 Sunday 15:00 – 21:00	No Accommodation provided
Steward Manager	1	Friday Afternoon - Sunday	No Accommodation provided
Stewards	5	Saturday 09:30 – 16:30 Sunday 09:30 – 16:30	No Accommodation provided
Stewards	5	Saturday 15:45 – 23:00 Sunday 15:00 – 21:00	No Accommodation provided
VIP Hosts	2	Saturday and Sunday	No Accommodation provided

Volunteer Roles Descriptions

Workforce Manager

The Workforce Manager would be responsible for the;

- Recruitment and assignment of duties of the required number of volunteers, for the duration of the competition.
- Coordination of all general volunteers.
- Acting as a point of contact for all volunteers.

Courtside Assistant Managers

Oversee the work of the Courtside assistants

- Fully understand and are able to deliver the Courtside Assistants Education Pack (<http://ebook.cev.lu/competitions/courtsideassistants/>).
- Responsible for the appointment and training of all Moppers (Quick Moppers and Floor Moppers) and Ball Retrievers.
- Coordination of all Courtside Assistants during the matches ensuring that all get adequate water and breaks.
- Provides assistance to Courtside Assistants to ensure that they;
 - Are looked after during their time in the venue.
 - Are aware of building layout including changing rooms & catering facilities.
 - Wear their relevant accreditation passes whilst in the venue (although this can be taken off on Court).
 - Wear their relevant uniform.
 - Are aware of the pre & post match procedures.

Courtside Assistants (Ball Retrievers and Moppers)

Responsible for:

- Retrieving loose balls during the warm-up.
- Collecting the balls at the end of the warm-up.
- Running the “3 Ball” system in use for the matches.
- Circulating the match balls so that there is always one ready for the next server.
- Ensuring that the playing area floor is clean and dry.
- Mopping the court during breaks in play.
- Mopping the attack zone between sets and during time-outs.

Team Liaison – European Teams (2 German and 1 French speaker required)

Acts as a point of contact between the team and the Local Organising Committee.

- Must be available during the whole event.
- Will accompany the Team for the duration of their stay, including staying in the Team Hotel.
- To be on hand to provide assistance to the teams.
- Must be able to speak English, and where possible the native language of the team.
- Responsible for dealing with any issues or requests that the teams may have and being their single point of contact throughout their whole time in the hosting country.
- Responsible for ensuring that the competing teams:
 - Are looked after during their time in the venue.
 - Are aware of building layout including changing rooms; team meeting rooms & catering facilities.
 - Wear their relevant accreditation passes whilst in the venue.
 - Attend their pre-match meeting (coach and one team representative) – please attend with the team.
 - Take control of the changing room key and ensure it is passed back to the LOC representative once the team have changed.
 - Are aware of the pre and post-match procedures.

Team Liaison – English Teams (4 required)

Acts as a point of contact between the team and the Local Organising Committee.

- Must be available during the whole event.
- Will accompany the Team for the duration of their time at the competition venue.
- To be on hand to provide assistance to the teams.
- Must be able to speak English.
- Responsible for dealing with any issues or requests that the teams may have and being their single point of contact throughout their whole time in the competition venue.

- Responsible for ensuring that the competing teams:
 - Are looked after during their time in the venue.
 - Are aware of building layout including changing rooms; team meeting rooms & catering facilities.
 - Wear their relevant accreditation passes whilst in the venue.
 - Attend their pre-match meeting (coach and one team representative) – please attend with the team.
 - Take control of the changing room key and ensure it is passed back to the LOC representative once the team have changed.
 - Are aware of the pre and post-match procedures.

Announcers

- The speaker responsible for all addresses over the public address system.
- Required to speak English.
- Ability to speak Polish, German and French desirable but not essential.
- Responsible for announcing the matches (including the 'Official Match Protocol', substitutions and time outs etc...) correctly.
- Introducing the teams to the audience prior to the match and during warm-up.
- Work with the sound and presentation team.
- Acting as a master of ceremony for presentations.
- Providing information and basic commentary during matches.
- Building up an atmosphere in the competition hall.

Transport Liaisons

- Coordinates and supervises the local transportation between all competition hall and designated hotels.
- Always be contactable for the teams, officials and referees.

Accommodation & Catering Liaisons

- Responsible for provision of all the lodging and catering provisions.
- Be available to solve any problems that may arise with a team or official's accommodation or food provision.

Copper Box Arena – Catering Manager

- Responsible for provision of all catering provisions at the competition venue
- Be available to solve any problems that may arise with a team, officials, VIPs or volunteers food provision during their time at the competition venue

Client / Spectator Services Manager

- Responsible for engaging with spectators, ticketing, security, stewarding, and venue cleaning to ensure that all Spectator issues are dealt with effectively.
- Responsible for ensuring that spectator's routes from entry to seating and seating to exit are smooth.

VIP Hosts

- Assist in the delivery and co-ordination of all VIP events alongside the London Legacy Volleyball Cup
- Liaise with the VIP Manager to ensure the successful delivery of all VIP events

Information Desk and Merchandise Manager

Responsible for overseeing the delivery of all Information Desk and Merchandise functions;

- Overseeing an enquiry point for spectators & volunteers with enquiries specific to the London Legacy Volleyball Cup
- Overseeing an enquiry point for spectators & volunteers with enquiries specific to Volleyball
- Co-ordinates the Information Desk Volunteers and the Merchandise Sellers
- Ensuring the Child Protection Photography list is completed accordingly

Information Desk Volunteers

- Being an enquiry point for spectators & volunteers with enquiries specific to the London Legacy Volleyball Cup.
- Being an enquiry point for spectators & volunteers with enquiries specific to Volleyball.
- Ensuring the Child Protection Photography list is completed accordingly.

Merchandise Sellers

- Responsible for selling Official London Legacy Volleyball Cup and Volleyball England merchandise.

- Ensuring that merchandise is displayed in an effective way.
- Ensuring that all transactions are documented and cash received is secure.
- Liaising with the Merchandise Manager on levels of stock and cash.

Accreditation Manager

Responsible for ensuring that;

- Competing teams, officials and volunteers collect and sign for their accreditation passes and are aware that they should be worn at all times.
- Responsible for ensuring that accreditation check-points are in force in co-ordination with the steward manager.
- Able to authorise additional accreditation if required.

Press & Communications Liaison

- Provides adequate press facilities (press working room, press tribune, press conference room, and mixed zone).
- Provides any necessary assistance to journalists and TV stations.
- Be available to attend any Press Conferences that are organised.

Mixed Zone Team

- Provides Press and Communications support within the Mixed Zone.
- Directs competing Teams into the Mixed Zone and provides any necessary assistance to journalists and TV stations.

Website Manager

- Designs new website layout for event.
- Oversees actuality of the website.
- Updates the website on a regular basis.
- Is able to upload images, content updates and design.

Programme Manager

- Oversees the production of the event programme.
- Including content layout, design, editing and proof reading.

Branding Manager – Venue and Last Mile

- Ability to create venue branding and theme possibilities.
- Designs a plan for branding the walking route(s) to the venue.
- Designs a plan for branding within the venue.

Official Photographers

- Takes the official photographs on behalf of the Organiser.
- Ensures the effective distribution of Photos through relevant Media Streams.

Social Media Manager

- Manages the promotion and coverage of the event through all Social Media Channels.
- Co-ordinates the Social Media Officers to cover all aspects of the event on Volleyball England social media platforms.

Social Media Officers

- Promote and cover the event through all of Volleyball England's social media platforms.

Live Stream Camera Operators

- Liaise with the live stream platform provider to ensure the smooth delivery of live stream coverage.
- Operates a live stream camera to cover the event.

Steward Manager

Responsible for;

- The management of all Stewards in the competition venue.
- That Stewards are given breaks and rotated within the venue at appropriate times.
- Liaising with Security and Venue Management should the need arise.

Steward

Responsible for ensuring that:

- Everyone entering the hall has either a valid ticket or an accreditation pass.
- Reserved seating and gangways are kept clear.
- They know where the Fire Exits are in the event of an evacuation being necessary.
- Only people with appropriate accreditation can access accredited areas.
- They notify the Steward Manager of any issues.

Last Mile Manager

Responsible for;

- Co-ordinating the spectator route from public transport and car parks to the Copper Box Arena.
- Managing a team of Last Milers to ensure that spectators are guided and assisted across roads to ensure their safe arrive at the Copper Box Arena.

Last Milers

Responsible for;

- Lining the spectator route from public transport and car parks to the Copper Box Arena.
- Ensuring that spectators are guided and assisted across roads to ensure their safe arrive at the Copper Box Arena.

Go Spike Activity Managers

Responsible for;

- Co-ordinating Volleyball activity outside the Copper Box Arena on event days.
- Providing an environment where spectators feel engaged as they arrive at and depart the event.

Go Spike Activity Coaches

Responsible for;

- Coaching and delivering Volleyball activity outside the Copper Box Arena on event days.
- Engaging with spectators as they come and go from the event.

School Engagement Liaisons

Responsible for;

- Co-ordinating School Engagement in the build up to and during the event.

Roles Already Appointed

Role	Number	Commitment Required
Technical Delegate	1	Thursday evening – Monday
Assistant TD	1	Thursday evening – Monday
Technical Manager	1	Thursday evening – Monday
Court & Equipment Managers	3	Thursday evening – Sunday
Team Liaison – European Teams	1	Friday Morning – Monday Afternoon
Referee Manager	1	Friday Afternoon – Monday
Referees	6	Friday Afternoon – Monday
e-Scoresheet Manager	1	Friday Afternoon – Monday
NTO Manager	1	Friday Afternoon – Monday
Scorers	4	Saturday and Sunday In line with appointed matches
Line Judges	10	Saturday and Sunday In line with appointed matches
Data Volley Manager	1	Friday Afternoon – Monday
Statisticians	3	Saturday and Sunday In line with appointed matches
Marketing & Promotion Liaison	1	Friday – Sunday
Photography Manager	1	Friday – Sunday
Transport Manager	1	Friday – Monday
Accommodation Manager	1	Friday – Monday
Copper Box Arena – Venue Liaison	1	Thursday Evening – Monday Morning
VIP Manager	1	Saturday – Sunday
Sports Presentation Manager	1	Friday Morning – Sunday night
Sponsor Liaison	1	Friday – Monday
Competing Team Liaison	1	Prior to event
Safeguarding Officer	1	Friday - Sunday

Role Descriptions – For Appointed Roles

Technical Delegate

The Technical Delegate, as the official representative of the Local Organising Committee is responsible to monitor the organisational preparation, as well as the smooth staging and refereeing of the matches within the event.

- Inspection of the sporting and technical infrastructure in the competition hall.
- Inspection of the training facilities made available to both competing teams (if different from the competition hall).
- Conducting the Preliminary Inquiries and Technical Meeting.
- Ensuring that the matches are played in accordance with the FIVB and CEV rules and regulations.
- Handle all disciplinary matters or protests.

Assistant Technical Delegate

To assist the Technical Delegate in the roles outlined above.

Technical Manager

Works with the Competition Manager and the Technical Delegates to oversee all technical matters.

Responsible for;

- The competition hall including back of house.
- Provides the link between the Technical Delegates and the rest of the Workforce.
- Oversees all activity with the competition hall.

Court & Equipment Managers

The Court & Equipment Managers act as a point of contact between the match officials, organising committee and venue management. Responsible for ensuring that:

- Court layout set-up and equipment meets with FIVB/CEV requirements.
- Coordinate all activities in or around the playing area.
- Maintenance of flooring, chairs, tables, Courtside Boards, etc. on the competition court.
- To be on hand to provide assistance to all in and around the court.
- Responsible for ensuring that the net is at the correct height/tension, posts and antennae are positioned correctly.
- Undertake the testing and control of all sport equipment.
- The playing area is safe and fit for play.
- The team bench area is tidy.
- The presentation table, trophies and medals are present and correct.
- All required sport equipment and replacements are available.
- There is an adequate water and towels supply.

Team Liaison – European Teams (1 Polish speaker)

Acts as a point of contact between the team and the Local Organising Committee.

- Must be available during the whole event.
- Will accompany the Team for the duration of their stay, including staying in the Team Hotel.
- To be on hand to provide assistance to the teams.
- Must be able to speak English, and where possible the native language of the team.
- Responsible for dealing with any issues or requests that the teams may have and being their single point of contact throughout their whole time in the hosting country.
- Responsible for ensuring that the competing teams:
 - Are looked after during their time in the venue.
 - Are aware of building layout including changing rooms; team meeting rooms & catering facilities.
 - Wear their relevant accreditation passes whilst in the venue.
 - Attend their pre-match meeting (coach and one team representative) – please attend with the team.
 - Take control of the changing room key and ensure it is passed back to the LOC representative once the team have changed.
 - Are aware of the pre and post-match procedures.

Referee Manager

The Referee Manager will be responsible for the:

- Liaison between the Local Organising Committee and the appointed Match Officials.
- Provides assistance to Referees to ensure that they;
 - Are looked after during their time in the venue.
 - Are aware of building layouts including changing rooms & catering facilities.
 - Wear their relevant accreditation passes whilst in the venue.
 - Wear their relevant uniform.
 - Attend their pre-match meeting.
 - Are aware of the pre & post-match procedures.
- Coordination of all Refereeing logistical requirements.
- Organise and coordinate clinics and meetings as required.
- Preparation of all documents concerning refereeing.

NTO Manager

The NTO Manager will be responsible for the:

- Liaison between the Local Organising Committee and the appointed Match Officials.
- Ensures that, Line Judges and Scorers are nominated to each game.
- Provides assistance to NTO's to ensure that they;
 - Are looked after during their time in the venue.
 - Are aware of building layouts including changing rooms & catering facilities.
 - Wear their relevant accreditation passes whilst in the venue.
 - Wear their relevant uniform.
 - Attend their pre-match meeting.
 - Are aware of the pre & post-match procedures.
- Coordination of all NTO logistical requirements.
- Organise and coordinate clinics and meetings as required.

- Preparation of all documents concerning NTOs.

E-Scoresheet Manager

The e-Scoresheet Manager will be responsible for the:

- Taking care of all preparations and material for e-Scoresheet and live scoring before, during and after each match.
- Liaises with all other responsible persons for the smooth running of the competition.
- Provides assistance to Scorers in conjunction with the NTO Manager to ensure that they;
 - Are looked after during their time in the venue.
 - Are aware of building layouts including changing rooms & catering facilities.
 - Wear their relevant accreditation passes whilst in the venue.
 - Wear their relevant uniform.
 - Attend their pre-match meeting.
 - Are aware of the pre & post-match procedures.
- Coordination of all Scorer logistical requirements.
- Organise and coordinate clinics and meetings as required.
- Preparation of all documents concerning e-scoresheet.
- The e-Scoresheet Manager is not necessarily an e-scorer but must be an expert in IT matters.

Data Volley Manager

- Takes care of all preparations and material for Data Volley statistics before, during and after each game
- Ensures that a statisticians are nominated for each game.
- Liaises with all other responsible persons for the smooth running of the competition.
- Provides assistance to Statisticians to ensure that they;
 - Are looked after during their time in the venue.
 - Are aware of building layouts including changing rooms & catering facilities.
 - Wear their relevant accreditation passes whilst in the venue.
 - Wear their relevant uniform.
 - Attend their pre-match meeting.
 - Are aware of the pre & post match procedures.
- Coordination of all Statistician logistical requirements.
- Organise and coordinate clinics and meetings as required.
- Preparation of all documents concerning Data Volley.
- The Data Volley Manager must be an expert in IT matters.

Photography Manager

- Responsible for co-ordinating the provisions for all Officials Photographers and Press personnel wanting to take photos.

Marketing & Promotion Liaison

- Prepares all the marketing material for the event (e.g. print material, promotional tools etc...).
- Promotes the event in advance through all Media channels including Social Media.
- Controls all advertising material around the court in co-ordination with the Marketing and Membership Manager.
- Assists in all areas of the promotion of the competition.
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Transport Manager

- Responsible for the transfers of all attendees from/to the official arrival and departure point (e.g. an airport).
- Coordinates and supervises the local transportation between all competition hall and hotels.
- Always be contactable for the transport liaisons, teams, officials and referees.

Accommodation Manager

- Coordinates and supervises all bookings for accommodation and catering at the Hotels.
- Always be contactable for the accommodation & catering liaisons, teams, officials and referees.

Copper Box Arena – Venue Liaison

- Responsible for the day to day contact with aspects of the competition and the venue.
- Venue contract adherence.
- Ensuring requirements are fulfilled by the venue.

- Being the point of contact on event days with the venue.

VIP Manager

- Responsible for the coordination of VIP invites and RSVP replies.
- Responsible for the delivery and co-ordination of all VIP events alongside the London Legacy Volleyball Cup.
- Coordinates the VIP Hosts to ensure the successful delivery of all VIP events.

Sports Presentation Manager

- Coordination of lighting, entertainment (sound and visual) and announcers.

Sponsor Liaison

- Responsible for liaising with Sponsors before and during the event to ensure that both the Sponsors and the events needs are fulfilled.

Competing Team Liaison

- Responsible for liaising with all Competing Teams prior to the event, with regard to all aspects of the event.

Safeguarding Officer

- Responsible for event Safeguarding.