



VOLUNTEER ROLE DESCRIPTIONS

1. Accreditation Centre Assistants

Objective

- Representing the Hi-Tec World Squash Championships in a friendly and professional manner towards VIP's, Event Staff, Media, Coaches etc and providing them with relevant services and information.

Tasks

- Distribution of Accreditation passes and welcome packs.
- Production of additional passes.

Requirements

- Excellent communication skills.
- Reliable and flexible persons with professional attitude and enthusiasm for the job.
- Knowledge of the arena and surrounding area.

2. Access Stewards

Objective

- Representing the Hi-Tec World Squash Championships in a friendly and professional manner towards members of the public, players, officials etc.

Key Tasks

- Ensure public and players/officials are directed to the correct areas and do not enter restricted areas.
- Check that event staff/officials/spectators are in possession of the correct accreditation pass or tickets.

Requirements

- Good communication skills and the ability to say no.
- Courteous and professional manner when dealing with queries from the public.
- Ability to advise on seating enquiries (depending on steward position).

3. Airport Welcome Staff

Objective

- Representing the Hi-Tec World Squash Championships in a friendly and professional manner at the airport.

Key Tasks

- Greet players, sponsor and broadcast guests at the airport.
- First point of contact for all guests in regards of events, schedules, transportation system and other useful information.
- Escort and assist appropriate individuals/groups through airport.
- Carry out any other duties that may be reasonably required.

Requirements

- Excellent communication skills.
- Smart appearance.
- Very reliable and flexible personality with professional attitude and common sense.
- Good knowledge of the city, its attractions and events.

4. Court Maintenance

Objective

- Maintain the cleanliness and playability of the courts to a high standard throughout the World Squash Championships.

Key Tasks

- Sit courtside during play and when instructed by referee, mop and maintain the court with apparatus provided.

Requirements

- Previous experience in the role is preferred.
- Must be physically able and mobile.

5. Show Court Squad

Objective

- Maintain the cleanliness and playability of the All-Glass Show Court to a high standard throughout the World Squash Championships.

Key Tasks

- Work as part of a team, either sitting courtside during play and when instructed by referee, mop and maintain the court with apparatus provided or controlling access gates.

Requirements

- Previous experience of court maintenance is required.
- Must be physically able and mobile.

6. Scoreboard Operator

Objective

- Keep an accurate score during matches in accordance with the referee.

Key Tasks

- Sit courtside and operate the scoreboard via a control box. Scoring follows that announced by the referee.

Requirements

- Knowledge of scoring in squash is not essential but preferred. There will be a scoreboard operating course pre event.

7. Programme Seller

Objective

- Representing the Hi-Tec World Squash Championships in a friendly and professional manner whilst selling programmes to spectators.

Key Tasks

- Operate the programme sales desk.
- Inform spectators of promotional offers and competitions.
- Handle money and ensure that it is stored securely.

Requirements

- Good communication skills.
- Professional and courteous manner.

8. Entrance Squad

Objective

- Greet spectators and ensure a quick and efficient entry into the Arena.

Key Tasks

- Sell tickets to general public for the championships.
- Check spectators' tickets and deal with any ticketing queries.
- Issue wristbands to spectators.

Requirements

- Good communication skills.
- Professional and courteous manner.

9. Press Office Assistant

Objective

- Provide support and assistance to the Press Officer.

Key Tasks

- Ensure that press requirements are met throughout the event.
- Carry out any other duties that may be reasonably required.

Requirements

- Good communication skills.
- Professional and courteous manner.

10. Hotel Welcome Staff

Objective

- Representing the Hi-Tec World Squash Championships in a friendly and professional manner at the official Championships Hotel.

Key Tasks

- Greet players, sponsor and broadcast guests at the hotel.
- Distribute welcome packs to guests.
- Point of contact for all guests with regards to events, schedules, transportation system and other useful information.
- Carry out any other duties that may be reasonably required.

Requirements

- Excellent communication skills.
- Smart appearance.
- Very reliable and flexible personality with professional attitude and common sense.
- Good knowledge of the city, its attractions and events.

11. VIP Hospitality

Objective

- Representing the Hi-Tec World Squash Championships in a friendly and professional manner towards VIP's, ensuring that all their needs are met and that their experience of the event is a pleasant and enjoyable one.

Key Tasks

- Greet VIP's and direct them to the designated VIP area.
- Support the VIP Manager and carry out any other duties that may be reasonably required.

Requirements

- Excellent communication skills.
- Professional and courteous manner.

12. Player Liaison Officer

Objective

- Representing the Hi-Tec World Squash Championships in a friendly and professional manner towards players and coaches, ensuring that all their specific needs are met.

Key Tasks

- Act as point of contact for players' queries.
- Ensure players are "back of house" and ready to enter arena.

Requirements

- Excellent communication skills.
- Professional and courteous manner.
- Experience of playing squash to a high standard is essential.

13. Legacy Assistant

Objective

- Representing the Hi-Tec World Squash Championships in a friendly and professional manner towards school children and community groups attending the event.

Key Tasks

- Greet and direct school and community groups on their arrival and departure from the arena.

Requirements

- Good communication skills, especially when dealing with children.
- Professional and courteous manner.

14. Audio/Visual Assistant

Objective

- Provide support and assistance for the Audio/Visual Team.

Key Tasks

- Assist with the set-up and operation of audio/visual equipment.
- Carry out any other duties that may be reasonably required.
- Result running.
- Some heavy lifting may be required.

Requirements

- Good communication skills.
- Professional and courteous manner.