

## VOLUNTEER ROLES - SEASON 2020/21

MATCH DAY ROLES – COMMUNITY DEPARTMENT				
Volunteer Area/ Role	No. Of Volunteers	When Required	Specific Tasks	Supervisor
Match day Mascot Coordinators	2 (Ideally 1 male 1 Female)	Matchdays 90mins prior to kick off	<ul style="list-style-type: none"> <li>• Ensure all Mascot equipment is ready.</li> <li>• Meet Player mascots and their parents,</li> <li>• conduct role call</li> <li>• Escort mascots to change area</li> <li>• Supervise changing into kit.</li> <li>• Organise kids in tunnel</li> <li>• oversee walkout and handshake</li> <li>• Supervise changing</li> <li>• Ensure all kids are returned to their parents,</li> <li>• Pack up Mascot gear and tidy room</li> </ul>	Community Back of House Supervisor
Match day Banner Bearers Coordinators	2	Matchdays 90mins prior to kick off	<ul style="list-style-type: none"> <li>• Ensure Banners are ready.</li> <li>• Meet Player mascots and their parents,</li> <li>• conduct role call</li> <li>• Conduct brief and basic training</li> <li>• Oversee pre-game banner wave</li> <li>• Oversee half time banner wave</li> <li>• Ensure all kids are returned to their parents</li> <li>• Pack up and Stowe banners</li> </ul>	Community Volunteer Supervisor

<p>Match day Ball Kid / Stretcher Bearer Coordinator</p>	<p>1</p>	<p>Matchdays 120 mins prior to kick off</p>	<ul style="list-style-type: none"> <li>• Ensure all Ball Kid (BK) / Stretcher Bearer (SB) equipment is ready including match balls at correct pressure.</li> <li>• Meet BK / SB and their parents,</li> <li>• conduct role call</li> <li>• Escort BK / SB to change area</li> <li>• Supervise changing into kit.</li> <li>• Conduct brief and basic training</li> <li>• Escort BK / SB to Field of Play</li> <li>• Ensure BK / SB are in the correct positions</li> <li>• Supervise BK / SB for duration of match</li> <li>• Escort BK / SB from Field of Play</li> <li>• Supervise changing out of kit</li> <li>• Ensure all kids are returned to their parents,</li> <li>• Pack up Ball Kid / Stretcher bearer gear and tidy room</li> </ul>	<p>Community Back of House Supervisor</p>
<p>Match Day Half Time Game Volunteer Coordinator</p>	<p>1</p>	<p>Matchdays 90mins prior to kick off</p>	<ul style="list-style-type: none"> <li>• Ensure all match equipment is ready and in place</li> <li>• Meet Minirooms and their parents,</li> <li>• Conduct role call</li> <li>• Conduct Brief ensuring all parents / players are aware of the meeting location and time</li> <li>• Co-ordinate with Half Time Game volunteers where each team will be when they are led onto Field of Play at half time</li> <li>• Oversee organization of players into teams, assisting the players into coloured bibs if required.</li> <li>• Oversee Setup of all pitches particularly in relation to safety and appropriate size</li> </ul>	<p>Community Volunteer Supervisor</p>

			<ul style="list-style-type: none"> <li>• Oversee all FOP matches and timing</li> <li>• Co-ordinate teams to leave Field of Play at the end of half time</li> <li>• Ensure Collection of Goals, Balls, cones, and bibs</li> <li>• Ensure all players are returned to their guardians/coaches.</li> <li>• Ensure goals, Balls, cones, and bibs are packed correctly to the storage area.</li> </ul>	
Match day half time Miniroo match assistants	Min 4 Max 8	Kick off +20mins	<ul style="list-style-type: none"> <li>• Ensure all match equipment is ready and in place</li> <li>• Meet Miniros and their parents 15 mins prior to half time.</li> <li>• Organise players into teams, assisting the players into coloured bibs if required.</li> <li>• Lead team onto Field of Play at half time</li> <li>• Setup small goals, cones, and balls for games</li> <li>• Referee / Lead small games to ensure safety of participants</li> <li>• Co-ordinate team to leave Field of Play at the end of half time</li> <li>• Collect Goals, Balls, cones, and bibs</li> <li>• Ensure all players are returned to their guardians/coaches.</li> <li>• Ensure goals, Balls, cones, and bibs are packed correctly to the storage area.</li> </ul>	Community Volunteer Supervisor

Match Day Stretcher Bearer	8	Matchdays 90mins prior to kick off	<ul style="list-style-type: none"> <li>• Change into kit</li> <li>• Attend brief</li> <li>• Sit in allocated seating for duration of the match</li> <li>• Carry stretcher onto Field of Play if indicated by Referee and/or team doctors</li> <li>• Assist with carrying injured Player from the Field of Play if an injury occurs.</li> <li>• Change out of kit at end of Match</li> <li>• Ensure Kit is returned to correct place</li> </ul>	Community Stretcher Bearer Coordinator
Match Day Inflatables Assistants	Min 4 Max 8	Matchdays 90mins prior to kick off	<ul style="list-style-type: none"> <li>• Briefing with Community Supervisor prior to gates opening.</li> <li>• Meet Match Day Inflatables and Fan Engagement volunteers</li> <li>• Brief Match Day Inflatables and Fan Engagement volunteers</li> <li>• Provide any required training</li> <li>• Remove inflatables, weights, air blowers, ropes, marquees and any engagement material i.e. Flags, Posters, Pamphlets from storage</li> <li>• Setup Inflatables and marquees</li> <li>• Supervise operation of inflatables</li> <li>• Pack up inflatables, weights, air blowers, ropes, marquees, and any engagement material</li> <li>• Ensure all equipment above is stored safely in the correct location.</li> </ul>	Community Supervisor

## MATCH DAY ROLES – EVENTS/MARKETING DEPARTMENT

Volunteer Area/ Role	No. Of Volunteers	When Required	Specific Tasks	Supervisor
Bump in / Bump Out Crew	Min 4 Max 10	TBA	<p>FOP / Player Changing Room Bump in / out</p> <ul style="list-style-type: none"> <li>Assist with positioning of signage, sponsor pillars, ball plinth, stretchers, player benches from storage</li> <li>Position all equipment in correct location on the Field of Play</li> <li>Erect changeroom signage for Home Team</li> <li>Remove signage, sponsor pillars, ball plinth, stretchers, chairs, Changing room signage and coaches seating from Field of Play</li> <li>Ensure all above equipment is stored safely in correct location</li> </ul> <p>Player Archway</p> <ul style="list-style-type: none"> <li>Assemble Archway and store on Field of Play</li> <li>Ensure Archway is in position during player walkout</li> <li>Hold Archway in place during player and official walkout</li> <li>Disassemble Archway</li> <li>Store Archway in correct manner</li> </ul>	Event Manager
Promotional Staff	4 – 6 (This number will vary depending on activity).	Match Day. Arrive 90mins prior to kick off.	<ul style="list-style-type: none"> <li>Assist with promotion/giveaways/donation collection on match day.</li> <li>Attend a briefing on match day.</li> <li>Represent WUFC!</li> <li>Smile be friendly and interact with fans/members.</li> </ul>	Promo Staff

Event Assistant	1 -2	TBA	<ul style="list-style-type: none"> <li>• Briefing with Event Manager &amp; distribution of run sheet.</li> <li>• Assist with match day operations and key timings.</li> <li>• Assist with any talent/entertainment on match day – briefing, escorting to and from, key timings.</li> <li>• Assist with key components on match day such as coin toss, promotions on pitch &amp; giveaways on screen.</li> <li>• Assist with pre match &amp; half time activations where necessary.</li> <li>• Assist with post-match activations where necessary.</li> <li>• Assist with accreditation requests on the day.</li> </ul>	Event Manager
Activation / Entertainment Supervisor	1	Match Day 2 hrs. prior to kick off	<ul style="list-style-type: none"> <li>• Briefing with Event Manager prior to gates opening.</li> <li>• Oversee and supervise activation area.</li> <li>• Meet the suppliers on their arrival and assist them with entering the stadium.</li> <li>• Ensure suppliers have the required accreditation.</li> <li>• Escort suppliers to their site space.</li> <li>• Assist with any questions the supplier may have re: power, space, food/drink, toilets etc.</li> <li>• Ensure supplier is meeting correct OH&amp;S requirements in their area.</li> <li>• Supervise activation site during gates open. Report any issues/feedback to Event Manager.</li> </ul>	Event Manager

			<ul style="list-style-type: none"> <li>• Ensure smooth bump out of activation area once the game kick offs.</li> </ul>	
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## MATCH DAY ROLES – CONSUMER MARKETS DEPARTMENT

Volunteer Area/ Role	No. Of Volunteers	When Required	Specific Tasks	Supervisor
Membership Sales / Customer Service Assistants	(1-12)	2-4 hrs. prior to kick off	<ul style="list-style-type: none"> <li>• Briefing with Membership Manager regarding days roles</li> <li>• Assist with set up of membership Marquees</li> <li>• Assist with any bump in and out required in other departments on the day</li> <li>• Familiarize yourself with all membership material</li> <li>• Assist with all membership related roles</li> <li>• Provide the supporter with excellent customer service</li> </ul>	Membership Manager
Game Day Merchandise Sales Assistant	3-6	2hrs Prior to kick Off	<ul style="list-style-type: none"> <li>• Assist with unloading WUFC van</li> <li>• Assist with distributing stock to correct retail outlet</li> <li>• Assist with set up of retail site</li> <li>• Familiarize with product and any game day promotion</li> <li>• Engage with consumers in a cheerful manner</li> <li>• Maintain a high standard of customer service</li> <li>• Regular re stocking of merchandise</li> </ul>	Merchandise Manager/Supervisor

			<ul style="list-style-type: none"> <li>• Regular tidying and clearing to maintain a safe and workable retail space</li> <li>• Assist Outlet Manager with any end of trade totaling and counting</li> <li>• Assist with Bump out of space</li> </ul>	
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## MATCH DAY ROLES – COMMERCIAL DEPARTMENT

Volunteer Area/ Role	No. Of Volunteers	When Required	Specific Tasks	Supervisor
Commercial Event Assistants	3	Matchdays 3 hours prior to kick off	<ul style="list-style-type: none"> <li>• Assist the Commercial Events Manager with the setup of the function space (Chairman's Club).</li> <li>• Greet guests upon arrival.</li> <li>• Assist in ticket/wristband distribution.</li> <li>• Assist in fundraising efforts.</li> <li>• Together with WUFC staff – ensuring guests Chairman's Club match day experience is seamless and exceptional.</li> <li>• Assist with the pack down of function space.</li> </ul>	Commercial events manager / Chairmans Club Events Assistant
Partner Activation Site Supervisor	1	60 mins prior to activation starting	<ul style="list-style-type: none"> <li>• Meet WUFC Commercial team member for briefing upon arrival.</li> <li>• Conduct area check ready for bump in.</li> <li>• Meet sponsor upon their arrival and assist with their activation set up.</li> <li>• Oversee the running of the activation throughout course of the day.</li> <li>• Ensure area is always safe.</li> </ul>	Commercial Partnership Sales and Sales team Member



# THE EMERALDS



			<ul style="list-style-type: none"><li>• Ensure patrons are safe and involved.</li><li>• Oversee the bump out of activation.</li></ul>	
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## NON - MATCH DAY ROLES – CONSUMER MARKETS DEPARTMENT

Volunteer Area/ Role	No. Of Volunteers	When Required	Specific Tasks	Supervisor
Membership Support Assistants	1-2	Monday – Friday during Peak membership renewal	<ul style="list-style-type: none"> <li>• Processing Membership orders</li> <li>• Speaking to Members on the phone</li> <li>• Taking payment details</li> <li>• Updating membership records</li> <li>• Following processes in regard to data protection</li> <li>• Briefing with Membership Manager regarding days roles</li> <li>• Assist with bump in and out of event space</li> <li>• Email and phone inhouse customer service</li> </ul>	Membership Manager
Non-Match day Merchandise Sales Assistants	1-2	As required	<ul style="list-style-type: none"> <li>• Assist with Retail Outlet Setups prior to Game day</li> <li>• Assist with Bump-in and out of Event Activations</li> <li>• Unpacking and packing of stock from WUFC van</li> <li>• Assist Merchandise Manager with days operations at event / including Sales and Promotions</li> <li>• Assist with Stock takes and Merchandise Movement</li> <li>• Assist in Online Department at peak times</li> </ul>	Merchandise Manager

## NON-MATCH DAY ROLES – COMMUNITY DEPARTMENT

Volunteer Area/ Role	No. Of Volunteers	When Required	Specific Tasks	Supervisor
Public Inflatable Activation Operator (Dart board, Shooting Gallery or Pitch)	Dart Board 2 People  Shooting Gallery 2 People  Pitch 3 People	60mins prior to event starting	<ul style="list-style-type: none"> <li>• Ensure all inflatable equipment is ready and meets all safety requirements.</li> <li>• Meet for brief and basic training</li> <li>• Meet teachers or Event coordinator.</li> <li>• Conduct area check</li> <li>• Organise kids into lines for shots at dart board.</li> <li>• Oversee running of inflatable s</li> <li>• Ensure all kids are clear of area</li> <li>• Monitor wind and environmental conditions.</li> <li>• Pack up inflatables</li> </ul>	WUFC Community Event Team Leader
Community events activation assistant (Festivals, multicultural events etc)	Depending on size of event	60mins prior to activation starting	<ul style="list-style-type: none"> <li>• Ensure area is safe.</li> <li>• Meet WUFC staff</li> <li>• Meet for brief and basic training</li> <li>• Help with set up of activation for the day events.</li> <li>• Oversee running of inflatables or activations running at event.</li> <li>• Ensure all kids are safe and involved.</li> <li>• Pack up and help load van of activation items.</li> </ul>	WUFC Community Event Team Leader

## NON-MATCH DAY ROLES – EVENTS/MARKETING DEPARTMENT

Volunteer Area/ Role	No. Of Volunteers	When Required	Specific Tasks	Supervisor
Marketing Activations/ Promotional Assistants	Depending on size of event.	60mins prior to activation starting	<ul style="list-style-type: none"> <li>• Meet WUFC Staff</li> <li>• Meet for Briefing</li> <li>• Assist with bump in of marketing activation.</li> <li>• Hand out particular promotion and giveaway.</li> <li>• Assist with activities if set up.</li> <li>• Represent WUFC!</li> <li>• Smile be friendly and interact with fans.</li> <li>• Be confident and speak about the club.</li> <li>• Assist with pack up of site</li> </ul>	WUFC Marketing Supervisor