

Come and be part of Scottish Hockey



2016 is a big year and we are looking to recruit volunteers to assist running our events at youth, domestic and International level. There are a wide range of roles available offering something for everyone, including back of house, public facing and pitch side opportunities.

Volunteers make an invaluable contribution and commitment to running our events and volunteering is a perfect way to have fun, meet new people and learn new skills which can be added to your CV. Join us to become a vital part of our small team.

Can you be the difference between hosting a good event and a GREAT event? Please fill in the contact us info below and we will be in touch with more information and roles that you can fulfil.

*Let's make 2016 one of our best yet! 😊*

## **Role Descriptions**

### **Hospitality Team Member**

Reporting to: Event Manager

Main Duties:

- To assist in the hospitality and VIP areas, including to:
- Greeting VIPs/Hospitality guests upon arrival
- Guiding VIPs/Hospitality guests to hospitality area
- Assisting with any queries in the hospitality area
- Civic Reception

### **Ticketing and Merchandise**

Reporting to: Finance Officer

Main Duties

- Meet and greet Spectators
- To assist in the sale of tickets on event days
- To assist in the flow of spectators to and from the venue
- Assist with any queries

### **Sports Information Team Member**

Reporting to: Events Officer

Main Duties:

- To provide information to officials and spectators
- To support the events officer

### **Field of Play Team Member**

Reporting to: Event Manager

Main Duties

- To ensure field of play is set to the appropriate standard
- To assist teams and officials within the field of play
- To ensure team requirements, pre and post-match, are met

### **Transport and Logistics**

Reporting to: Event Manager

- To ensure all logistics for event are available where needed
- To assist with the allocation of transport for team/officials/volunteers
- To ensure all teams keep to transport schedule

### **Team Liaison**

Reporting to: Team Services Manager

Main Duties:

- To ensure that participating athletes and their management teams have a great experience.

Tasks include:

- To ensure that the reasonable demands of participating teams are met prior to, during and after matches and throughout event

### **Social Media Assistant**

Report to: Communications Manager

Main Duties:

Assist with the delivery of the event media operations and communications plan, including:

- Creation of engaging short video clips and image content for social media platforms (Facebook, Instagram, Twitter, YouTube)
- Post regular competition updates to website and social media, including results
- Monitor social media platforms

### **Media Assistant**

Report to: Communications Manager

Main Duties

Assist with the delivering of the event media operations and communications plan, including:

- Managing journalist and photographer enquiries
- Ensuring press office functions run smoothly, including providing match report forms before and after matches
- Writing daily previews and summaries for the competition, including results, key incidents, goalscorers, etc.



### **Photographer**

Report to: Communications Manager

Main Duties:

- Photography cover for matches during the competition
- Produce images for use in website and social media content

### **Sports Presentation Team member**

Reporting to: Sports Presentation Manager

Main Duties:

- To undertake a variety of tasks supporting the delivery of sports presentation at the venue to create a memorable experience for spectators and all client groups attending the event.
- Announcer, commentator

### **Officials Liaison**

Reporting to: Team Services Manager

Main Duties:

- To ensure that Umpires and Umpire Managers have a great experience.

Tasks include:

- To ensure that the reasonable demands of the umpire and officials team are met during the tournament.
- To meet umpires

### **Spectator Services**

Reporting to: Fan Engagement Manager

Main Duties:

- To assist spectators to have a great day out at the event and receive a memorable customer experience.

Tasks include:

- To provide a welcoming and engaging service for all spectators.



### **Access Control Team**

Reporting to: Operations Manager

Main Duties:

- To lead the delivery of access control services at key venue points during assigned shifts, managing flows of personnel attending and working at the event and ensuring a positive experience for all.

### **Event Support**

Reporting to: Event Manager

Main Duties:

- To provide support with the bump in phase of the event assisting in the set up of the various areas of operation such as hospitality, fan engagement, media, Field Of Play and Back Of House.

### **Ball Patrol Team Member**

Reporting to: Ball Patrol Manager

Main Duties:

- BE part of the event as a ball patrol
- Support athletes before, during and after matches
- Be part of sports presentation for each match

### **Ball Patrol Manager**

Reporting to: Event Manager

Main Duties:

- Manage ball patrol members before, during and after matches
- Assist with scheduling of ball patrol

### **Volunteer Manager**

Reporting to: Event Manager

Main Duties:

- Be main point of contact for all volunteers
- Manage volunteer schedule and rota
- Liaise with staff and volunteers to ensure event is memorable for all



### **Funzone Team Member**

**Reporting to: Fan Engagement Manager**

#### **Main Duties**

- To undertake a variety of tasks supporting the delivery of development activities at the venue to create a memorable experience for spectators and all client groups attending the event.

### **First Aid**

**Reporting to: Spectator Services**

#### **Main Duties**

- Ensuring any first aid duties are carried out
- Ensuring First aid room is to a standard to at all times
- Support tournament staff and doctors to ensure a safe environment for all