



CANDIDATE BRIEF

.....

2024 SPECTATOR SERVICES VOLUNTEERING PROGRAMME

FEBRUARY 2024





**AN INTERNATIONAL SPORTING VENUE,
A PROFESSIONAL COUNTY CRICKET CLUB
AND A THRIVING COMMUNITY HUB**

.....

We are Trent Bridge, a cricket ground of global repute first established in 1838.

We're proud of our illustrious history but mindful too that our future prosperity is reliant on continual investment in our facilities, our professional team, our restaurant and our lauded community programmes.

Trent Bridge, the home of Nottinghamshire County Cricket Club, is looking to recruit Spectator Services Volunteers to support the 2024 season.

You will be required to be approachable, committed, flexible and team focused. Volunteers will receive an induction, as well as general and specific training to support their continued professional development.

To be eligible to volunteer the following criteria apply. You must:

- Be 18+ years of age on 1st May 2024
- Be able to speak and read the English language
- Be able to commit to a minimum of four match days
- Be able to attend a recruitment/induction session on either Monday 6th May or Thursday 23rd May (further details below)

Thank you for your interest in this role.

NOTTINGHAMSHIRE COUNTY CRICKET CLUB

ROLE PROFILE

SPECTATOR SERVICES VOLUNTEER

PURPOSE OF THE ROLE:

We love it when the crowds get behind the teams playing at Trent Bridge – and we want your help to create that buzzing atmosphere at our busy 2024 fixtures.

Those who join us as volunteers will do their bit to ensure everyone who attends has a great experience and is given the warmest of welcomes.

We want you to help us deliver outstanding customer service by being friendly, enthusiastic and approachable, and upholding the venue’s reputation as somewhere spectators of all ages and from all walks of life enjoy visiting.

We want you to really get to know the ins and outs of Trent Bridge, working alongside our knowledgeable stewards, staff members and long-standing volunteers. Most importantly, we want you to help all our cricket supporters and followers be inspired.

Join our team and be part of the Trent Bridge experience, doing everything you can to give our visitors the best possible day at our iconic international venue.

WHAT YOU WILL ACTUALLY DO:

MATCH DAY VOLUNTEERS	GENERAL
<ul style="list-style-type: none"> • Above & Beyond Team • T20 Flag Team • Family Engagement Team 	<ul style="list-style-type: none"> • Preparing handouts, equipment and signage before gates open. • Welcoming spectators outside the ground before the game and waving goodbye and signposting to onward travel after the game. • Located away from the cricket ground at Nottingham train station, tram stops and external car parks to meet and greet and help welcome, direct and signpost spectators to get the ground. • Signposting inside and around the ground before and during the game. • Queue busting throughout the game and during breaks in play. • Assisting with ‘Blast Breaks’ (throwing t-shirts into the crowd) during T20 matches. • Plus, any other duties assigned by the Volunteer Co-ordinator on the day. <p>ABOVE & BEYOND TEAM</p> <ul style="list-style-type: none"> • Providing individual support to spectators with accessibility needs from their arrival to making sure they are able to leave the ground safely.

	<ul style="list-style-type: none"> • Have a caring and compassionate approach to spectators with any disability or sensory needs placing their safety, wellbeing, and enjoyment of the event at the heart of everything you do. <p>T20 FLAG TEAM</p> <ul style="list-style-type: none"> • Waving our giant Outlaws flags at T20 matches during key match moments. You will be on the pitch (with the best view in the house!) throughout the match. The flags are heavy so will need to have a good level of fitness, strength and stamina for this role. <p>FAMILY ENGAGEMENT TEAM</p> <ul style="list-style-type: none"> • Engaging with spectators in our Century/Hundred Club. • Assisting with on pitch activities such as autograph signing sessions and guard of honour.
--	---

SKILLS, EXPERIENCE AND QUALITIES NEEDED:

We are looking for enthusiastic, friendly and welcoming people who are always willing to help others. No previous experience is necessary, but a ‘can-do’ attitude and good people skills are what we are also looking for.

The roles are fairly active, and you will need a good level of fitness for this role. Trent Bridge is a large space and so you will cover a lot of ground throughout your shift. You will also be working outside in whatever weather the British summer throws at us.

Those interested in being part of the flag waving team will need to be strong enough to lift and wave our giant Outlaws flags at intervals throughout the game.

An interest in cricket is always a bonus, but anyone who wants to help promote domestic and international sporting events in Nottingham is encouraged to register.

WHEN:

We cover seven home T20 group games, four Hundred double headers, an International Test Match (5 days), the One Day Cup final and a One Day International. As well as other potential matches and opportunities to get involved throughout the season. Please see our 2024 fixtures here:

<https://www.trentbridge.co.uk/cricket/first-xi-fixtures.html>

We require a minimum commitment of four shifts across all matches.

SUPPORT OFFERED:

You will need to attend a volunteer training session before your first match. Here, you will receive training for the role, including health and safety and ground orientation. It is also an opportunity for you to buddy up with some of our existing volunteers and get to know the staff members who will be around on match days to support you.

Please be advised that we will be holding informal recruitment/induction sessions on Monday 6th May and the evening of Thursday 23rd May. Attendance at one of these session will be mandatory, so if you are unable to make either session, please do not apply.

WHAT YOU COULD GET OUT OF IT:

We recognise and value the importance of our volunteers in creating a welcoming atmosphere at Trent Bridge. For the last two years we have held a successful reward and recognition dinner and quiz night at the end of the season as a thank you to all involved.

You can also get:

- An opportunity to see the Notts Outlaws, the Blaze, Trent Rockets men and women as well as international teams up close
- A chance to meet new people, make friends and have fun
- Valuable experience through involvement at a major event for a reputable organisation – which looks great on your CV
- Free refreshments and food vouchers
- Branded uniform to wear whilst volunteering
- Free parking (subject to availability) and/or travel expenses up to a maximum of £10 per shift.

EQUITY, DIVERSITY AND INCLUSION

Nottinghamshire County Cricket Club is committed to being an Equal Opportunities Employer.

The Club recognises the benefits of a diverse workforce and is committed to providing a working environment that is free from discrimination.

The Club will seek to promote the principles of equality and diversity in all its dealings with employees, workers, job applicants, clients, customers, suppliers, contractors, recruitment agencies and the public.

All employees and those who act on the Club's behalf are required to adhere to this policy when undertaking their duties or when representing the Club in any other guise.

SAFEGUARDING

Nottinghamshire County Cricket Club is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across our services and are committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and the ECB requirements to ensure that all children participating in Cricket have a safe, positive and fun experience, whatever their level of involvement.

Person Specification

	ESSENTIAL	DESIRABLE
EXPERIENCE/KNOWLEDGE	An understanding of the importance of volunteering	Experience of working as a volunteer at a local sports club or sporting event Experience of leading other volunteers Ability to speak an additional language (e.g. Hindi)
SKILLS	Strong written and verbal communication skills Ability to review and adapt Ability to work within a team	Ability to work unsupervised
QUALITIES & ATTITUDE	Flexible attitude to work Self-motivated Energetic and enthusiastic Passionate about sport Will be passionate about volunteering at high profile sporting events Adopts a positive 'can do' attitude. Willing to undertake In-House Training on: Anti-Discrimination Training Safeguarding EDI GDPR	Dedicated to improving personal and professional development

HOW TO APPLY

If you require more information, please email:

Community and Development: community@trentbridge.co.uk

If you would like to join us at Trent Bridge please express your interest by filling in this [ONLINE FORM](#)

If you require an alternative version of this form, please contact the HR Department at:
recruitment@trentbridge.co.uk

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible

We are committed to safeguarding and promoting the welfare of children, young people and adults and expect the same commitment from all staff and volunteers

We are an equal opportunity employer. we celebrate diversity and are committed to building an inclusive environment for all employees. when submitting your details, please let us know if you require any support or reasonable adjustments during the interview process



TRENT BRIDGE
EST. 1838

Nottinghamshire County Cricket Club
Trent Bridge, Nottingham
NG2 6AG

0115 982 3000

recruitment@trentbridge.co.uk