

## VOLUNTEER ROLE DESCRIPTION

### ROLE TITLE:

Matchday Welcome Assistant (Internationals).

### PURPOSE OF THE ROLE:

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.

Volunteering at internationals is all about ensuring everyone has a great experience, starting with a warm Trent Bridge welcome for local and international visitors alike. You will help us deliver outstanding customer service whilst always projecting a friendly, enthusiastic and approachable image of Trent Bridge.

As one of our treasured Trent Bridge volunteers, we want you to really get to know the ins and outs of our historic venue, working alongside our knowledgeable stewards, staff members and long-standing volunteers. And you never know if you will spot a few cricketing stars past and present as they arrive at the ground!

### WHAT YOU WILL ACTUALLY DO:

Our welcome volunteers will be at the ground early to prepare any equipment, signage boards or visitor handouts needed ready for the gates opening. You will be meeting and greeting spectators at the ground, on major routes leading to the venue and off-site at the train station. A team of volunteers will also be required at the end of the day to wave our visitors off and point them in the right direction for their homeward journeys.

We also need your assistance during breaks in play to manage queues and help visitors with enquiries.

There will be time in between these breaks in play when you can sit back, relax and enjoy some international cricket.

### SKILLS, EXPERIENCE AND QUALITIES NEEDED:

We are looking for enthusiastic, friendly and welcoming people who are willing to help others.

No previous experience is necessary, but we are looking for a 'can-do' attitude and good people skills.

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

### WHEN AND WHERE:

Trent Bridge is hosting two international matches this year:

Thursday 20 to Monday 24 August – Test Match vs Pakistan

Thursday 10 September – ODI vs Ireland

We may also need volunteers to help at the Royal London Cup Final on Saturday 19 September.

*We require a minimum commitment of four days 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 information on 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 matchdays to support you.

This will be on **Sunday 17 May** – attendance to this is required for all new volunteers. If you are unable to make this date we may not be able to offer you a position as a volunteer this year.

#### WHAT YOU COULD GET OUT OF IT:

We recognise and value the importance of our Trent Bridge volunteers in creating a welcoming atmosphere at the ground. We hold 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 experience world-class cricket at an iconic venue
- 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 lunch vouchers for those working all day
- Branded uniform to wear whilst volunteering
- Assistance with travel and/or parking (subject to availability).

#### WHAT TO DO IF YOU ARE INTERESTED:

For more information please call Claire Page on 0115 982 3008

Otherwise, please apply online by [clicking this link](#).

To be eligible to volunteer, you must be:

- 18 years of age on 1 May 2020
- Able to speak and read the English Language
- Eligible to work in the UK.

We welcome volunteers from across our communities.