



EVENT OPERATIONS ROLES

ROLE – ACCREDITATION TEAM
ROLE DESCRIPTION
<p>About the role:</p> <p>Accreditation volunteers will be the first point of contact for athletes, officials, media, World Athletics Indoor Championships Glasgow 24 workforce and fellow volunteers as they collect their Championship accreditation cards.</p> <p>Good communication and customer support skills are key skills for this role, as well as attention to detail.</p> <p>Location:</p> <p>Accreditation volunteers will be located at our Main Accreditation Centre at the Emirates Arena, as well as the official hotels.</p> <p>Dates required:</p> <p>Accreditation volunteers will be required for a longer period to help prepare accreditation cards ahead of distribution centres opening. Accreditation volunteers will be operational from 21 February until 4 March to support the preparation of distribution as well as the actual distribution.</p> <p>Key tasks include:</p> <ul style="list-style-type: none">• Customer support• Data entry• Printing and laminating• Distribution of accreditation cards. <p>Key skills required:</p> <ul style="list-style-type: none">• Customer service• Detail-orientated• Computer skills• Clear written and oral communication• Ability to work under pressure• Leadership skills would be beneficial if you are selected to be a team leader.

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ROLE – EVENT OPERATIONS SUPPORT TEAM

ROLE DESCRIPTION

About the role:

Event Operations Support volunteers will provide logistical and administrative support to the Workforce and Event Operations Functional Areas, as well as providing supporting with key tasks across any team that may need it.

Good communication and ability to adapt will be key skills for this role.

Event Operations Support Volunteers will be at the heart of the action, supporting the smooth running of the event and will support the back of house operations when they are not needed for a key task elsewhere.

Functional Area Support volunteers will be asked to support in the lead up to the event as well as during the Championships. This may include supporting the training day and uniform distribution.

Location:

Event Operations Support Team volunteers will be based at the Emirates Arena or other official venues as required to suit the task.

Dates required:

You will be asked to support the training phase in January - February and should be available to support during the period 21 February - 4 March 2024.

Key tasks include:

- Assisting the Workforce and Event Operations Functional Areas
- Supporting back of house operations with general administrative duties
- Completing tasks as required to provide support.

Key skills required:

- Clear communication
- Confidence
- Comfortable in a pressurised environment
- Ability to work independently and as part of a team
- A knowledge of athletics is preferable.

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ROLE – EVENT PRESENTATION TEAM

ROLE DESCRIPTION

About the role:

Event Presentation volunteers will play a key role in a highly visible aspect of the Championships.

Good communication and attention to detail are vital for these roles.

The Event Presentation team will provide logistical and administrative support to the Event Presentation project team as well as providing pre-show field of play assistance to the in-field presenter and camera operators.

Event Presentation volunteers will be at the heart of the action, supporting the smooth running of the event and getting up-close experience on how the buzz and atmosphere are created at a Championships.

Location:

Event Presentation volunteers will be based at the Emirates Arena.

Dates required:

You must be available 28 and 29 February for a rehearsal run through and then 1-3 March 2024. You will be invited to attend one training day prior to this.

Key tasks include:

- Assisting the Director and Manager
- Printing and distributing documents
- Pre-show back up for the in-field presenter including VIP collection and delivery to the FOP area
- Assisting with general administrative tasks.

Key skills required:

- Clear communication
- Confidence
- Comfortable in a pressurised environment
- Ability to work independently and as part of a team
- A knowledge of athletics is preferable.

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ROLE – MEDIA OPERATIONS TEAM

ROLE DESCRIPTION

About the role:

Media Operations Volunteers will help to create the best environment for the world's media who attend the event. Volunteers will support the Media Operations Centre by providing a warm welcome and answer any questions, as well as supporting in the mixed zone, media tribunes and photo positions.

Good communication and being comfortable in a busy environment will be key to this role.

Media Operations Volunteers will be at the heart of the action, supporting the smooth running of the event and will support the back of house operations when they are not needed for a key task elsewhere.

Location:

Media Operations volunteers will be based at the Emirates Arena.

Dates required:

Media Operations volunteers should be available to support during the period 1-3 March 2023.

Key tasks include:

- Assisting the Media Operations team in the efficient running of media spaces
- Providing a professional and friendly service to the media
- Responding to enquiries
- Ensuring working spaces are welcoming, clean and well stocked.

Key skills required:

- Clear communication
- Confidence
- Comfortable in a pressurised environment
- Ability to work as part of a team
- A knowledge of athletics is preferable
- Ability to speak other languages is desirable.

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ROLE – TECHNOLOGY TEAM

ROLE DESCRIPTION

About the role:

Technology will be at the heart of operations throughout the event, and we are looking for skilled volunteers to support the smooth running of technology services.

Good communication and knowledge of IT systems are key skills for this role.

Technology volunteers will assist with the deployment / setup / support / decommission of IT equipment in specific areas. You will ensure that Helpdesks, Accreditation Centres, and back of house areas are supported and functioning.

Technology volunteers will problem solve basic PC / MAC and printing issues including paper refresh and distribution as required. Information Technology volunteers will often work independently with limited supervision and be able to assess what the problem may be to support resolution.

Location:

The Technology team will be based at the Emirates Arena and may be asked to support at official hotels.

Dates required:

You must be available from 28 February-3 March 2024 and able to attend one training day prior to this.

Key tasks include:

- Safety (tidy cabling)
- Monitoring and reporting
- Escalation of any issues found
- Solve basic PC use / setup issues
- Help users access permitted networks.

Key skills required:

- Customer service
- Problem solving and information gathering
- Clear communication
- PC & MAC troubleshooting (basic network / printing / email) knowledge
- Ability to perform under pressure
- Ability to perform tasks without supervision.

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ROLE – PROTOCOL TEAM

ROLE DESCRIPTION

About the role:

As part of the Protocol Team, you will be responsible for welcoming and escorting World Athletics Family and guests to the hospitality areas, creating a warm welcome to the event.

Great customer service and strong interpersonal skills are required for this role.

Protocol Volunteers will provide a range of services and support all guests who attend the Championships.

Location:

Protocol Team will be based at the Emirates Arena and / or Team hotels.

Dates required:

You must be available from 1-3 March 2024 and able to attend one training day prior to this.

Key tasks include:

- Supporting the Welcome Desk / reception areas
- Helping transition guests to the Medal Ceremonies events
- Showing guests to their allocated seating
- Support wayfinding for all guests to the hospitality lounge
- Maintaining the look and feel of the guest areas
- Providing support and answers on the event and the city.

Key skills required:

- Strong interpersonal skills
- Attention to detail
- Customer service
- Clear written and oral communication
- Language skills (desirable).

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