



SPECTATOR EXPERIENCE ROLES

ROLE – SPECTATOR EXPERIENCE TEAM
ROLE DESCRIPTION
<p>About the role:</p> <p>As part of the Spectator Experience team, you will be the first point of contact with spectators, helping to create the buzz and excitement. Volunteers will be required to be on hand to provide information and deal with queries and requests as well as welcoming spectators and directing them to or around the venue.</p> <p>Great customer service and strong interpersonal skills are required for this role.</p> <p>Location:</p> <p>Spectator Experience volunteers may be located at the Emirates Arena or in key spectator areas in the city.</p> <p>WICGlasgow24 will bring exciting activations to the city to celebrate the history of World Athletics. Spectator Experience volunteers will support these and other key spectator areas around the city centre from 1 February 2024.</p> <p>Dates required:</p> <p>Spectator Experience volunteers will support activation across the city from 1 February should be available to support shifts from then until 3 March 2024. You should also be available to attend training from the end of January 2024.</p> <p>Key tasks include:</p> <ul style="list-style-type: none">• Creating a welcoming and fun environment for spectators• Support spectators to find their way around the venue• Assisting with spectator flow <p>Key skills required:</p> <ul style="list-style-type: none">• Strong interpersonal skills• Customer service• Clear written and oral communication• This role will be outside and volunteers will not have easy access to a seat during their shift• Great teamwork• Language skills (desirable).

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