

**Commonwealth Youth Games Volunteering Team**  
**Isle of Man 2011**  
**Job Description**

**Job Title:** Cultural Day co-ordinators

**Category:** Cultural Day

**Location:** Douglas Hotels and Douglas Railway Station

**Organising Committee Representative:** Caren Hyde

**Job Purpose:**

To co-ordinate the safe and timely arrival at Douglas Railway station from Douglas hotels, of all nations and VIPs

**Main duties and key responsibilities:**

- Meet nations/VIPs at hotel, check all attending the Cultural day are present
- Escort nation/VIPs Group 1 to walk from their hotel on Loch Promenade (400 people) to Railway Station in Douglas.
- Ensure Nations /VIP Group 2,3,4 catch necessary bus from hotel to Railway Station
- Stationary Marshalling on route in Douglas to guide safe passage of groups crossing open roads.

**Key skills or experience required:**

- Good knowledge of Douglas / Isle of Man
- Customer focused
- Safety Awareness

**Health and Safety**

The volunteer fulfilling this role will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks to The Games Office.

**Reporting Framework**

The volunteer will report to and receive support from Caren Hyde, the Volunteering Committee, and Organising Committee of the Commonwealth Youth Games 2011.

# Commonwealth Youth Games Volunteering Team

## Isle of Man 2011

### Job Description

**Job Title:** Cultural Castletown Marshall

**Category:** Cultural Day

**Location:** Castletown Town Centre

**Organising Committee Representative:** Caren Hyde

#### **Job Purpose:**

To co-ordinate the safe and smooth walk from Railway station in Castletown to the town centre, and return.

#### **Main duties and key responsibilities:**

- Meet nations/VIPs at Railway station in Castletown and direct to town centre
- Standing on route at identified point to guide nations/VIPs towards the town centre
- Ensuring safe passenger through open and closed roads on identified walking route.
- Support G4S as required

#### **Key skills or experience required:**

- Good knowledge of walking route of Castletown
- Customer focused
- Safety Awareness

#### **Health and Safety**

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#### **Reporting Framework**

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**Isle of Man 2011**  
**Job Description**

**Job Title:** Castletown Road Closure Marshall

**Category:** Cultural Day

**Location:** Castletown Town Centre

**Organising Committee Representative:** Caren Hyde

**Job Purpose:**

To assist G4S marshal at the point of a road closure.

**Main duties and key responsibilities:**

- Traffic and pedestrian co-ordination
- Support G4S as required

**Key skills or experience required:**

- Customer focused
- Safety Awareness

**Health and Safety**

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**Reporting Framework**

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**Job Description**

**Job Title:** Castletown Meeting Point Marshall

**Category:** Cultural Day

**Location:** Castletown Town Centre

**Organising Committee Representative:** Caren Hyde

**Job Purpose:**

To provide advice and guidance as required to nations/VIPs visiting Castletown from one of three identified meeting points.

**Main duties and key responsibilities:**

- Providing customer service; answering questions and queries as requested
- Providing support and guidance where required (perhaps assisting those lost)
- Support G4 and Cultural Day organisers as required

**Key skills or experience required:**

- Customer focused
- Safety Awareness

**Health and Safety**

The volunteer fulfilling this role will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks to The Games Office.

**Reporting Framework**

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**Job Description**

**Job Title:** Castletown Tin Bath Changing Area

**Category:** Cultural Day

**Location:** Castletown, Harbour Area

**Organising Committee Representative:** Caren Hyde

**Job Purpose:**

To maintain cleanliness and provide support at the Tin Bath Changing area.

**Main duties and key responsibilities:**

- Co-ordinate use of and provide support to those using the Tin Bath Changing Area
- Maintain cleanliness of facilities
- Support Cultural Organising Committee as required

**Key skills or experience required:**

- Customer focused
- Safety Awareness

**Health and Safety**

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**Reporting Framework**

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**Job Description**

**Job Title:** Cultural Day Cleaners

**Category:** Cultural Day

**Location:** Castletown Town Centre

**Organising Committee Representative:** Caren Hyde

**Job Purpose:**

To pick litter and maintain the cleanliness of Castletown streets and public areas.

**Main duties and key responsibilities:**

- To pick litter and maintain the cleanliness of Castletown streets and public areas
- Support Cultural day as required

**Key skills or experience required:**

- Customer focused
- Safety Awareness

**Health and Safety**

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**Reporting Framework**

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**Job Description**

**Job Title:** Castletown Car Parking Marshall

**Category:** Cultural Day

**Location:** Castletown - Southern 100/Friends Provident car park

**Organising Committee Representative:**

**Job Purpose:**

To co-ordinate the safe entrance and exit to an identified official car parking area and ensure tidy parking.

**Main duties and key responsibilities:**

- To co-ordinate the safe entrance and exit to an identified official car parking area;  
Road from car park;  
Southern 100 car park  
Friends Provident Car Park
- To ensure tidy parking
- Support Cultural day organisers and G4 required
- Distribute volunteer packed lunches as required

**Key skills or experience required:**

- Customer focused
- Safety Awareness

**Health and Safety**

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**Reporting Framework**

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**Job Description**

**Job Title:** Railway Station Assistants

**Category:** Cultural Day

**Location:** Castletown / Douglas Railway Station

**Organising Committee Representative:** Caren Hyde

**Job Purpose:**

To assist passengers alighting and descending from Steam Trains at Castletown and Douglas Railway Station.

**Main duties and key responsibilities:**

- To co-ordinate the safe travel of nations/VIPs on Steam Trains
- Co-ordinating queues and alighting into carriages to ensure safe travel
- Ensure safe numbers board carriages and all passengers are aboard in preparation for departure
- Support Railway staff as instructed
- Distribute wrist bands as required
- Distribution of packed lunches as required

**Key skills or experience required:**

- Customer focused
- Safety Awareness

**Health and Safety**

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**Reporting Framework**

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**Job Description**

**Job Title:** Pack Lunch Monitor

**Category:** Cultural Day

**Location:** Douglas Railway Station

**Organising Committee Representative:** Caren Hyde

**Job Purpose:**

To hand out pack lunches to nations/VIP as they pass through the Railway Station in Douglas.

**Main duties and key responsibilities:**

- To hand out pack lunches provided by the Sefton to people passing through Railway Station Café, before they board their train.
- Support Cultural day organisers and Station Teams required

**Key skills or experience required:**

- Customer focused
- Food Hygiene awareness

**Health and Safety**

The volunteer fulfilling this role will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks to The Games Office.

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## **Commonwealth Youth Games Volunteering Team**

### **Isle of Man 2011**

#### **Job Description**

**Job Title:** Entertainment Hosts

**Category:** Cultural Day

**Location:** Castletown – Various Sites

**Organising Committee Representative:** Caren Hyde

#### **Job Purpose:**

To provide general customer service and information for nations and VIPs visiting the various entertainment 'sites' in Castletown during the Cultural Day

#### **Main duties and key responsibilities:**

- To provide customer service and information at following sites;
- Old School Car Park - Motorcycle display area (vintage vehicles and Stunt display)
- Town Square – entertainment area, singing, dancing, shopping
- Town Hall – exhibition

#### **Key skills or experience required:**

- Excellent local knowledge
- Good Customer Service Skills

#### **Health and Safety**

The volunteer fulfilling this role will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks to The Games Office.

#### **Reporting Framework**

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**Job Description**

**Job Title:** Tour Leaders and Guides

**Category:** Cultural Day

**Location:** Castletown Town Centre

**Organising Committee Representative:** Caren Hyde

**Job Purpose:**

To meet groups arriving at Castletown Railway Station and guide them through the day, following set itinerary and keeping groups together as they visit each entertainment site

**Main duties and key responsibilities:**

- Meet group of up to 400 visitors to cultural day from arriving train in Castletown
- Guide groups around Castletown entertainment sites as per itinerary
- Keep groups together and on time

**Key skills or experience required:**

- Good co-ordination skills
- Good local knowledge

**Health and Safety**

The volunteer fulfilling this role will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks to The Games Office.

**Reporting Framework**

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