Commonwealth Youth Games Volunteering Team
Isle of Man 2011
Job Description

Job Title: Accreditation and Ticket Checkers

Category: General Games

Location: Sporting Venues

Organising Committee Representative: Andy Varnom

Job Purpose:
To work at sporting venues, to provide customer service and check accreditation / tickets for entry to various sites and areas.

Main duties and key responsibilities:

- Working with G4S to patrol perimeter and entry and exit points to sporting venues
- Working at entry and exit sites to sporting areas to check accreditation/tickets
- Working at VIP / Catering areas to check accreditation
- Providing general support to facility staff
- Providing excellent customer service and support to competitors, spectators and VIPs

Key skills or experience required:

- full training required on accreditation scheme
- excellent customer service

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 the NSC Duty Manager, the Volunteering Committee, and Andy Varnom, Organising Committee of the Commonwealth Youth Games 2011.

Commonwealth Youth Games Volunteering Team
Isle of Man 2011
Job Description

Job Title: General Games Assistants

Category: General Games

Location: Sporting Venues

Organising Committee Representative: Andy Varnom

Job Purpose:
To work at sporting venues, to provide customer service, support for sports and litter picking duties

Main duties and key responsibilities:

- Support National Sports Centre teams as required
- Set up and clear away hurdles for athletic events as required
- Carry out litter picking duties to ensure cleanliness of venue
- General cleaning duties

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 directly to and receive support from the NSC Duty Manager, 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: Information Desk, Villa Marina Arcade

Category: General Games

Location: Villa Marina Arcade, Douglas

Organising Committee Representative: Andy Varnom

Job Purpose:
First point of contact in the Villa Marina Arcade, Games Central, for initial queries and to provide directions and customer service

Main duties and key responsibilities:

- First contact for queries – establish customers needs and provide guidance and advice as necessary
- If needed direct to relevant 'desk' within Games Central (e.g. transport, accommodation etc)
- Provide general information on transport, Games and accommodation as requested

Key skills or experience required:

- Full information on Games, Sporting Events, local area etc
- Excellent 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
The volunteer will report directly to 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: Games Welcomers

Category: General Games

Location: Sea Terminal and Airport

Organising Committee Representative: Andy Varnom

Job Purpose:
To provide warm welcome and information to arriving nations, VIPs and spectators, and fond farewells on departure.

Main duties and key responsibilities:

- Man desks at Airport and Sea Terminal to provide warm welcomes and fond farewells
- Provide information on arrival as required, offer support and advice as required
- Be the first and last contact the nations have with the Isle of Man

Key skills or experience required:

- Excellent 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
The volunteer will report directly to and receive support from 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: General Customer Service

Category: General Games

Location: Douglas Town Centre and promenade

Organising Committee Representative: Andy Varnom

Job Purpose:
To provide general customer service and support to Nations, VIPs and visitors to the Island

Main duties and key responsibilities:

- Be visible and available in the Douglas area for all visitors, nations and VIPs
- Provided information and advice as required on Games and local area
- Provide information and support on bus timetable and travel arrangements
- To co-ordinate queuing and use of bus services, in orderly and efficient manner
- Meet arriving buses and provided support and directions to hotels
- To support security personnel with providing a presence in the Games Village

Key skills or experience required:

- Excellent 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
The volunteer will report directly to and receive support from 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: Car Park Marshalls at War Memorial

Category: General Games Events

Location: War Memorial Car Park, Opposite The Sefton Hotel

Organising Committee Representative: Andy Varnom

Job Purpose:
To check permits and ensure tidy parking, to provide customer service and support as required

Main duties and key responsibilities:

- Marshal cars, and co-ordinate tidy parking
- Check permits are valid for parking

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 directly to and receive support from the Volunteering Committee, and Organising Committee of the Commonwealth Youth Games 2011.