

Match Day Volunteer Information



LORD'S
THE HOME OF CRICKET

January 2019

Marylebone Cricket Club, owner of Lord's Cricket Ground, is seeking to recruit volunteers to support match day operations and other community events held at Lord's throughout 2019.

Volunteers are required to support and enhance the visitor experience at Lord's and help in various ways such as but not limited to:

- Meet and greet visitors to Lord's
- Support community based activities
- Support the Ticket Collection Point
- Provide photography support to community activity

Whatever the role, Volunteers must be approachable, friendly, committed, flexible and team focused. Volunteers will receive an induction, as well as general and specific training to support their participation in the volunteering programme.

In order to participate in the volunteering programme, applicants must be:

- at least **16 years of age**;
- able to read and speak English effectively;
- eligible to work in the United Kingdom without any additional immigration approvals;
- available to attend an interview on **Sunday 31st March 2019**;
- available to attend a training session on **Thursday 11th April or Sunday 21st April** (9:30am – 4:00pm) and;
- available to volunteer for **Four Match Days** as a minimum

MCC is an equal opportunities organisation. Any recruitment of volunteers for 2019 will be in accordance with applicable legislation and MCC's Diversity & Equality Policy.

If you require more information, please email Community Development Assistant Yvonne Muigua at community@mcc.org.uk

Potential applicants should read the person specification and role profile carefully. Completed electronic applications forms should be submitted online or posted to:

Yvonne Muigua

Community Development Assistant
Lord's Ground, London, NW8 8QN.

The closing date for applications is Monday 4th March 2019

PERSON SPECIFICATION Department – Community

	ESSENTIAL	DESIRABLE
EXPERIENCE/KNOWLEDGE	<ul style="list-style-type: none"> An understanding of the importance of volunteering 	<ul style="list-style-type: none"> Experience of working as a volunteer at a local sports club or sporting event Experience of leading other volunteers Ability to speak an additional language (e.g. Hindi)
SKILLS	<ul style="list-style-type: none"> Strong written and verbal communication skills Ability to review and adapt Ability to work within a team 	<ul style="list-style-type: none"> Ability to work unsupervised
QUALITIES AND ATTITUDE	<ul style="list-style-type: none"> Flexible attitude towards work Self Motivated Energetic and enthusiastic Passionate about sport Passionate about volunteering at high profile sporting events Adopts a positive “can do” attitude 	<ul style="list-style-type: none"> Dedicated to improving personal and professional development

VOLUNTEER ROLE PROFILE

Match Day Volunteer – Reporting to Community Department

General Requirements

Volunteers are required to:

- protect and enhance the Lord’s brand and its values;
- actively contribute to departmental goals and projects; and
- commit to participating in, and, helping to foster, an open, challenging and professional environment where outstanding performance is the norm.

SPECIFIC ROLE INFORMATION

ROLE	INFORMATION
GENERAL (ACTIVATION)	<ul style="list-style-type: none"> • Acting as support to the Community Department to help with match day activation • Supporting and fulfilling the requirements of the Presentation Team • Helping with taster session registrations in the MCC Cricket Academy • Helping in sponsorship activation area with activities such as Crazy Catch • Other duties assigned by the Volunteer Co-ordinator on the day <p>Please note this role may be physically demanding</p>
GENERAL (MEET AND GREET)	<ul style="list-style-type: none"> • Providing an information point at entrance to the venue, including distribution of relevant information • Directing spectators to the venue from local public transport hubs • Distributing official match day hand-outs • Other duties assigned by the Volunteer Co-ordinator on the day
GENERAL (CATERING)	<ul style="list-style-type: none"> • Helping “queue bust” at peak times • Providing advice to spectators on where to go for food and beverages • Helping with information about e.g. expected queue times or products on sale • Guiding teams of casual workers to areas of work during check-in • Other duties assigned by the Volunteer Co-ordinator on the day
GENERAL (STAFFING & MEMBER QUEUE SUPPORT)	<ul style="list-style-type: none"> • Helping welcome the casual workers • Helping with distribution of breakfasts and lunches • Helping with uniform handout • Helping assist with refreshment distribution • Other duties assigned by the Volunteer Co-ordinator on the day <p>Please note this is a 06:00hrs to 12:00hrs shift</p>
GENERAL (HOSPITALITY)	<ul style="list-style-type: none"> • Meeting and greeting customers • Assisting administration staff in directing people to the correct areas on site • Providing general venue information and useful facts to customers • Other duties assigned by the Volunteer Co-ordinator on the day

ROLE	INFORMATION
GENERAL (TICKETING)	<ul style="list-style-type: none"> • Greeting supporters and sponsors coming to collect their tickets • Distributing match tickets in a safe, accurate, and timely fashion • Answering routine queries from customers regarding directions, food outlets, etc. • Assisting Ticket Office Staff with any other duties • Other duties assigned by the Volunteer Co-ordinator on the day
GENERAL (MOBILITY)	<ul style="list-style-type: none"> • Supporting visitors to Lord's with mobility requirements • Where required use MCC wheelchairs to help visitors on arrival and departure • Liaise with Lord's Control to ensure everyone's location with mobility requirements is noted
PHOTOGRAPHY	<ul style="list-style-type: none"> • Taking images of community based work at including the volunteers in action • Helping with the distribution of packed lunches to match day professional photographers • Must have access to a digital camera

SHIFT TIMES

Early	06:00hrs – 12:00hrs
All day	08:00hrs – 16:00hrs (or earlier if final interval of the day is before this)
Morning	08:00hrs – 13:00hrs
Late shift	12:00hrs – 19:00hrs

All volunteers will receive the following as part of their participation in the volunteering programme:

- appropriate training;
- volunteer uniform;
- food and refreshments; and
- subject to production of relevant receipts, travel expenses (up to the value of £10 per day).