

<b>VOLUNTEER ROLES</b>
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<b>NAME</b>	<b>PERSONAL QUALITIES</b>	<b>ROLE DESCRIPTION</b>	<b>Who</b>	<b>COMMENTS</b>
<b>NE TECHNICAL DIRECTOR</b>	A strong leader, who has a background of experience in delivering events	Liaise with the HOST / PARTNER on the overall delivery of the event time line Co-ordinate AND IN CONJUNCTION WITH THE VOLUNTEER MANAGER manage and deploy the Y & H leads.	NE	
<b>HOST COMPETITION MANAGER</b>			N/A	
<b>VOLUNTEER MANAGER</b>	A strong leader, who has a background of experience in delivering events and is in a position to recruit the lead and assistant volunteers required to deliver a world class event.	Liaise with Technical Director Recruit and schedule volunteer assistants to each area for the full event and work closely with NETD and leaders before and during the event; ensuring they have all training and resources required to deliver expectations. Co-ordinate and manage the key stake holders	HOST	
<b>TABLE MANAGER</b>	Experienced person with a strong knowledge of the requirements for the playing enclosure and match bench official for world class events	Knowledge and experience of the INF manual Team sheets Train, assess and appoint match bench officials to each match; bench manager, scorers and timekeepers Ensure all equipment and resources are in place for full event Work closely with NETD throughout event Provide all equipment for the Field of Play: table, score board, etc.	HOST	

NAME	PERSONAL QUALITIES	ROLE DESCRIPTION	Who	COMMENTS
<b>TABLE OFFICIALS AND A TABLE MANAGER</b>	As stated in INF handbook	As stated in INF handbook	Appointed table officials BY HOST	
<b>FIELD OF PLAY (FOP) LEAD</b>	A strong leader who is prepared to multi-task and is capable of keeping the field of play and the playing enclosure protected to ensure the team management and athletes can focus solely on their team's performance.	<p>Lead and coordinate assistants</p> <p>Strong knowledge of the running order of the event</p> <p>Work with Bench Official Manager to ensure all is ready for each match</p> <p>Confirm set up of bench zone is clean and ready for each match</p> <p>Confirm access control measures in place to ensure no unauthorised personnel enter the playing enclosure.</p> <p>Be prepared to remove any unauthorised personnel from the playing enclosure.</p> <p>Ensure no direct contact to athletes and any contact with teams is via the team managers</p> <p>Work closely with UAP/photographers/web streaming to confirm their boundaries during match time</p> <p>Work with AS-TLO to ensure ice/water on bench zone</p> <p>Liaison with AS to confirm coin toss results to bench manager</p> <p>Confirm event real time with Bench Manager/Team manager</p> <p>Check teams bib up/ready for announcement to court at the correct time</p> <p>During the match deal with any court clean up/spillages</p> <p>Assist in the access to evac/wheelchair if required.</p> <p>Link with ball patrol chaperone</p>	NE	

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		Confirm duties and expectations for ball patrol. Link with announcer to confirm real time and sub changes Link with web streaming sub changes		
<b>ATHLETE SERVICE (AS) LEAD</b>	<b>BALL PATROL &amp; CHAPERONE</b>  A strong leader who is able to lead under pressure to ensure the team manager and athletes pre- and post-match journey is smooth and of a standard required for a world class event  i/c TEAMS	Recruit, Schedule, Coordinate and train all ball patrols  Lead and coordinate volunteer assistants Strong knowledge of the running order of the event Strong knowledge of the changing room layout and schedule Link with Team Managers/TLO for individual team requirements Link with umpire liaison for umpires' pre-post recovery needs Confirm teams' arrival/depart – highlight any transport issue to transport Lead Receive team sheets and Photocopy required number and distribute appropriately Confirm event real time with team manager Attend coin toss and transfer info to FOP lead or bench manager Coordinate teams' entry/departure into playing enclosure Changing areas cleaned prepared for teams' arrival/departure Coordinate Ice team Real time lead	HOST  NE	
	<b>ICE TEAM</b>	Coordinate water for ice baths Coordinate arrival of ice for ice baths Coordinate cleaning and renewal of water after each use	HOST	

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		<p>Prepare ice for bench zone Provide drinking water in changing rooms for teams</p>		
<b>TEAM LIAISON OFFICER (TLO)</b>	<p>Ideally there should be one TLO per team.</p> <p>This person should have a good knowledge of the venue and local shops and amenities; they should be of a pleasant nature and are willing to work closely with team managers to offer assistance in their requirements at the event.</p>	<p>Attend team managers meeting Strong knowledge of teams' schedule and know the real time in venue Meet teams on arrival at venue – alert comp manager of any problems Guide to changing rooms Ensure team sheet handed in to NECM Assist AS with back of house requirements and confirm ice available at team bench – take this to court side if necessary. Assist FOP with any match requirements Be a runner for AS/FOP/team managers with any individual requirements for their team Be seated behind the team bench and be a runner for team manager during teams' court time</p>	HOST	
<b>UMPIRE LIAISON</b>	<p>This person should have a good knowledge of the venue and local shops and amenities; they should be of a pleasant nature and are willing to work closely with team managers to offer assistance in their requirements at the event</p>	<p>Attend umpires meeting (if UAP agree) Strong knowledge of the match schedule and know the real time in venue Meet umpires on arrival at venue – alert comp manager of any problems Direct to changing rooms and agree pre/post match requirements Confirm ice arrangements and work with AS lead to prepare Confirm with umpires nail check and coin toss time and ensure they attend Ensure umpires are on the FOP at correct time</p>	HOST	

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		Work with FOP lead to ensure water is available for umpires Be a runner for AS/FOP/team managers with any individual requirements for the umpires Be seated behind the umpire bench and be a runner during court time Guide umpires to changing area at the end of Match Assist AS leader to clean and prepare for next match umpires		
<b>FRONT OF HOUSE (FOH) LEAD</b>	A strong leader who has experience in managing people and multi-tasking to ensure the image of netball is received well by the spectators and general public. Managing among others <ul style="list-style-type: none"> <li>a) Announcer and script</li> <li>b) Music PA and regulations</li> <li>c) Live streaming (if occurring)</li> <li>d) Paramedics</li> </ul>	Lead and coordinate assistants in various tasks Work closely with NGB to confirm and coordinate merchandise and programme sales Smooth coordination ticket collection and entry to seating Access and movement of spectator controlled to ensure no infringements to the playing enclosure VIP/delegate work closely with the comp manager to confirm arrangements reception/seating for invited guests and guide to correct areas	HOST	
	<b>SPECTATOR SERVICES:</b> Tickets/Merchandise	Control entry and ticket sales; implement spectator procedures for the event Sell on behalf of NGB merchandise/programmes	HOST	
	Access control	Control entry into ticketed or secured area, such as playing enclosure, Back of house		

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	VIP	Meet guests at door and direct to VIP reception or match seating If required help with set up of area (teas/coffee/food) Keep area clean and tidy Lead a VIP event arranged at an appropriate time in the schedule in conjunction with the host		
<b>VOLUNTEER ASSISTANTS</b>	The competition manager will look to recruit a bank of people who are keen to get involved and are willing to give 100% to any task set. It is recommended that to encourage volunteers to continue in volunteering; there is scope that the scheduling gives the opportunity for them to experience a different area of work each day they attend. Future leaders in the making! Stewards required		HOST	
<b>First Aid</b>	Paramedics Medical Lead		HOST	
<b>ACCOMMODATION LEAD</b>	Main “go to” person by countries for queries if they cannot be answered by the venue staff Stay at the accommodation at all times Be familiar with the accommodation		HOST	
<b>TRANSPORT LEAD</b>	Familiar with the venue and location		HOST	