



CWC22 Volunteer Role Descriptions



ICC WOMEN'S CRICKET WORLD CUP NEW ZEALAND 2022

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Introduction

In 2022, New Zealand will host the ICC Women's World Cup for the 3rd time, and the 12th instalment overall. This is the pinnacle of women's cricket globally and an opportunity for you to join the team behind the tournament. In 2017 over 180 million people watched the tournament, and this audience will increase in 2022 with all the matches broadcast live for the first time. It is set to be the largest women's sporting event held in New Zealand, at the forefront of women's sport, and specifically women's cricket globally.

Our vision for the tournament is to 'Own the moment and lead the change', through the following objectives:

- Connect with the world
- Entertain the world
- Inspire the world
- Excellence in our world

Community Engagement Team

Community Lead Activation Assistant

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| Team: | Community Engagement |
| Reporting to: | LOC Community Engagement Manager |
| Time Commitment: | Depending on location, this role requires a minimum number of 8 shifts between 25 February 2022 and 03 April 2022. The shifts will be primarily on Match Days, with attendance at rehearsals where required. You may also be required on team training days to assist with coaching clinics. Shift schedules will be released closer to the Tournament. |

Where you fit: During the innings breaks you will support the community lead activations which includes chaperoning children, supporting the Community Engagement Manager and helping to run the coaching clinics on training days.

Specifically, in this role you'll: Chaperon the kids from the time they arrive at the stadium, manage the walk-out with players and mid-innings kids cricket; Assist the Community Engagement Manager to run the kids coaching clinics with participating teams during one/two of their training sessions;
Need to have cricket knowledge;
Able to deliver soft skill cricket drills.

You'll love this role if: You are positive and have a 'team focused' attitude;
You have strong communication skills;
You are approachable, personable and friendly;
You strive to go above and beyond expectations.

You'll need to: Be at least 17 years old at the time of application;
Be available prior to the Tournament;
Read and consent to the ICC Women's World Cup 2022 Volunteer Programme Terms and Conditions and Privacy Policy;
Consent to undertake and successfully complete Security Background Check(s);
Have confirmed accommodation and ability to get to/from venues in your Host City;
Be available to attend a volunteer interview in your selected Host City (times/dates will be confirmed closer to the time);
Agree to complete scheduled training commitments (times/dates will be confirmed closer to the time);
Be able to commit to attending uniform and accreditation collection early 2022 in your Host City).

Cricket for Good Clinic Assistant

Team: Community Engagement
Reporting to: LOC Community Engagement Manager
Time Commitment: Depending on location, this role requires 1-2 shifts during the week before the tournament starts. Shift schedules will be released closer to the Tournament. You can do role alongside a match-day only role.

Where you fit: Cricket for Good Clinic Assistants are required to assist with the ICC Clinics with participating teams during one/two of their training sessions.

Specifically, in this role you'll: Have cricket knowledge;
Be able to undertake soft skill cricket drills with children.

You'll love this role if: You are interested in teaching cricket skills to children;
You are positive and have a 'team focused' attitude;
You have strong communication skills;
You are approachable, personable and friendly;
You strive to go above and beyond expectations.

You'll need to: Be at least 17 years old at the time of application;
Be available prior to the Tournament;
Read and consent to the ICC Women's World Cup 2022 Volunteer Programme Terms and Conditions and Privacy Policy;
Consent to undertake and successfully complete Security Background Check(s);
Have confirmed accommodation and ability to get to/from venues in your Host City;
Be available to attend a volunteer interview in your selected Host City (times/dates will be confirmed closer to the time);
Agree to complete scheduled training commitments (times/dates will be confirmed closer to the time);
Be able to commit to attending uniform and accreditation collection early 2022 in your Host City).

Flag Bearers Assistant

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| Team: | Community Engagement |
| Reporting to: | Sports Presentation Manager/Sportainment Manager |
| Time Commitment: | Depending on location, this role requires a minimum number of 7 shifts between 03 March 2022 and 03 April 2022. The shifts will be primarily on Match Days, with attendance at rehearsals where required. Shift schedules will be released closer to the Tournament. |

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| Where you fit: | You will ensure the Flag Bearers element of the Community Engagement Programme is operated smoothly. This includes the match day movements of the Flag Bearers and ensuring the children know their roles, responsibilities and are supervised. Other than supervising the flag bearers during the Anthem Ceremony, they double up with Community Lead Activation Assistants to run the kids-cricket during the mid-innings break. |
| Specifically, in this role you'll: | Meet the Flag Bearers at the meeting point and confirm with their manager what time they meet them with the kids post responsibilities; Ensure safety of the children at all times; Brief Flag Bearers on their role and positioning; Ensure children are wearing the correct uniform. |
| You'll love this role if: | You like working with children; You have strong communication skills; You are approachable, personable and friendly; You strive to go above and beyond expectations. |
| You'll need to: | Be at least 17 years old at the time of application; Be available prior to the Tournament; Read and consent to the ICC Women's World Cup 2022 Volunteer Programme Terms and Conditions and Privacy Policy; Consent to undertake and successfully complete Security Background Check(s); Have confirmed accommodation and ability to get to/from venues in your Host City; Be available to attend a volunteer interview in your selected Host City (times/dates will be confirmed closer to the time); Agree to complete scheduled training commitments (times/dates will be confirmed closer to the time); Be able to commit to attending uniform and accreditation collection early 2022 in your Host City). |

Hospitality Team

Hospitality Assistant

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| Team: | VIP/Hospitality |
| Reporting to: | VIP/Hospitality Manager |
| Time Commitment: | Depending on location, this role requires a minimum number of 7 shifts between 27 February 2022 and 4 April 2022. Shift schedules will be released closer to the Tournament. |

Where you fit: Primarily focused on match day, VIP/Hospitality Assistants will assist the VIP/Hospitality Manager in the delivery of the VIP Program including assisting VIPs to the hosting and seating areas (way-finding), welcoming VIPs and general hosting activities including VIP gifts. An exceptionally high level of customer service is required for these roles.

Specifically, in this role you'll:

- Have respect of different cultures and an understanding of international protocols and requirements;
- Have experience in hospitality or hosting is preferred;
- Have strong customer service skills;
- Be polite, articulate, courteous and discreet;
- Be able to resolve issues in a professional manner;
- Be able to work effectively under pressure;

You'll love this role if:

- You are positive and have a 'team focused' attitude;
- You have strong communication skills;
- You are approachable, personable and friendly;
- You strive to go above and beyond expectations.

You'll need to:

- Be at least 17 years old at the time of application;
- Be available prior to the Tournament;
- Read and consent to the ICC Women's World Cup 2022 Volunteer Programme Terms and Conditions and Privacy Policy;
- Consent to undertake and successfully complete Security Background Check(s);
- Have confirmed accommodation and ability to get to/from venues in your Host City;
- Be available to attend a volunteer interview in your selected Host City (times/dates will be confirmed closer to the time);
- Agree to complete scheduled training commitments (times/dates will be confirmed closer to the time);
- Be able to commit to attending uniform and accreditation collection early 2022 in your Host City).

Host City Team

City Host

Team: Host City
Reporting to: Designated Host City Workforce Officer
Time Commitment: Required for Match-Day only.
Depending on location, this role requires a minimum of 7 shifts between 4 March 2022 and 3 April 2022. Shift schedules will be released closer to the Tournament.

Where you fit: Based in/around existing city information sites, transport hubs and around the match venue, the City Host will provide way-finding information and general tournament information, to spectators and visitors on match days. This role could also be involved with fan activities - such as walking trails and activation areas.

Specifically, in this role you'll: Have local knowledge of the Host City, transport network, walking and bike paths and local attractions;
Be comfortable working in large crowds;
Need to have a reasonable level of physical fitness is required as this role can require extended periods of standing or walking.

You'll love this role if: You are positive and have a 'team focused' attitude;
You have strong communication skills;
You are approachable, personable and friendly;
You strive to go above and beyond expectations.

You'll need to: Be at least 17 years old at the time of application;
Read and consent to the ICC Women's World Cup 2022 Volunteer Programme Terms and Conditions and Privacy Policy;
Consent to undertake and successfully complete Security Background Check(s);
Have confirmed accommodation and ability to get to/from venues in your Host City;
Be available to attend a volunteer interview in your selected Host City (times/dates will be confirmed closer to the time);
Agree to complete scheduled training commitments (times/dates will be confirmed closer to the time);
Be able to commit to attending uniform and accreditation collection early 2022 in your Host City).

Tournament Services Team

Fleet Services Assistant

Team: Tournament Services
Reporting to: CWC22 Tournament Services Coordinator - Transport
Time Commitment: Depending on location, this role requires a minimum of 10 shifts between 25 February 2022 and 4 April 2022. Shift schedules will be released closer to the Tournament.

Where you fit: Fleet Centre Assistants will support the daily management of the Fleet Centre in each Host City. This position provides administrative and communications support to the Team Services Manager. Tasks can include coordinating daily run-sheets and schedules, logging vehicle movements, deploying drivers and vehicles, allocating vehicles to customers, refuelling and moving of vehicles, assisting with rosters and scheduling, managing volunteer breaks and other administrative tasks. Fleet Centre Assistants liaise with clients to book and dispatch cars and assist with Car Fleet-related issues.

Specifically, in this role you'll: Have strong leadership skills, including previous supervisor experience;
Be computer literate, have strong administrative skills and geographic knowledge of the Host City;
Have strong initiative and problem solving skills;
Hold a full, clean driver license and be at least 25 years of age;

You'll love this role if: You are positive and have a 'team focused' attitude;
You have strong communication skills;
You are approachable, personable and friendly;
You strive to go above and beyond expectations.

You'll need to: Be at least 17 years old at the time of application;
Be available prior to the Tournament;
Read and consent to the ICC Women's World Cup 2022 Volunteer Programme Terms and Conditions and Privacy Policy;
Consent to undertake and successfully complete Security Background Check(s);
Have confirmed accommodation and ability to get to/from venues in your Host City;
Be available to attend a volunteer interview in your selected Host City (times/dates will be confirmed closer to the time);
Agree to complete scheduled training commitments (times/dates will be confirmed closer to the time);
Be able to commit to attending uniform and accreditation collection early 2022 in your Host City).

Fleet Driver

Team: Tournament Services
Reporting to: Fleet Centre Assistant
Time Commitment: Depending on location, this role requires a minimum of 10 shifts between 25 February 2022 and 4 April 2022. Shift schedules will be released closer to the Tournament.

Where you fit: Fleet Drivers will transport tournament participants, VIP stakeholders and Officials between key tournament facilities including match venues, training venues, hotels and airports. This role requires a high level of service and hospitality skills. Movement of luggage may be required from time to time. Driving services may be scheduled or ad hoc, and there may be long waiting periods between movements. Drivers will operate from the Fleet Centre in each Host City, which is the hub for the Transport Team. Drivers will be allocated to a specific task each day.

Specifically, in this role you'll: Have knowledge of the local area would be advantageous;
Be a previous Chauffeur, professional or event driving experience, or customer service experience would be advantageous;
Hold a full, clean driver license and be at least 25 years of age;

You'll love this role if: You are positive and have a 'team focused' attitude;
You have strong communication skills;
You are approachable, personable and friendly;
You strive to go above and beyond expectations.

You'll need to: Be at least 25 years old at the time of application;
Be available prior to the Tournament;
Read and consent to the ICC Women's World Cup 2022 Volunteer Programme Terms and Conditions and Privacy Policy;
Consent to undertake and successfully complete Security Background Check(s);
Have confirmed accommodation and ability to get to/from venues in your Host City;
Be available to attend a volunteer interview in your selected Host City (times/dates will be confirmed closer to the time);
Agree to complete scheduled training commitments (times/dates will be confirmed closer to the time);
Be able to commit to attending uniform and accreditation collection early 2022 in your Host City).

Hotel Assistant

Team: Tournament Services
Reporting to: CWC22 Tournament Services Coordinator - Accommodation
Time Depending on location, this role requires a minimum of 8 shifts between 25 February 2022 and 04 April 2022. Shift schedules will be released closer to the Tournament.
Commitment:

Where you fit: Hotel Assistants will staff the Tournament Information Desk at a selected hotel and provide assistance and information to sponsors and VIPs. They will facilitate transport and hospitality bookings and provide information both on the tournament and the Host City. An exceptionally high level of customer service is required for this role.

Specifically, in this role you'll: Respect of international protocols and requirements;
Understanding of the Host City;
Experience in hospitality or hosting is preferred;
Strong customer service skills;

You'll love this role if: You are positive and have a 'team focused' attitude;
You have strong communication skills;
You are approachable, personable and friendly;
You strive to go above and beyond expectations.

You'll need to: Be at least 17 years old at the time of application;
Be available prior to the Tournament;
Read and consent to the ICC Women's World Cup 2022 Volunteer Programme Terms and Conditions and Privacy Policy;
Consent to undertake and successfully complete Security Background Check(s);
Have confirmed accommodation and ability to get to/from venues in your Host City;
Be available to attend a volunteer interview in your selected Host City (times/dates will be confirmed closer to the time);
Agree to complete scheduled training commitments (times/dates will be confirmed closer to the time);
Be able to commit to attending uniform and accreditation collection early 2022 in your Host City).

Venue Team

Accreditation Assistant

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| Team: | Venue Operations |
| Reporting to: | Accreditation Manager |
| Time Commitment: | Depending on location, this role requires a minimum of 10 of shifts between 25 February 2022 and 03 April 2022. Shift schedules will be released closer to the Tournament. |

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| Where you fit: | Accreditation is responsible for ensuring that staff, players, officials, volunteers, media, contractors and suppliers can access their areas of work without being impeded by people who should not be there. The Accreditation Team will identify and register all participants and issue them with an accreditation card to provide appropriate access rights according to their role at the event. The primary purpose of the Accreditation Assistant is to assist the Venue Accreditation Manager with all aspects of the accreditation zoning, card issue and card distribution process for the specified venues. |
| Specifically, in this role you'll: | Be Computer literate (ideally experience with excel, databases); Have strong initiative and problem solving skills; Have strong customer service skills Have awareness of confidentiality and ability to act with discretion; |
| You'll love this role if: | You are positive and have a 'team focused' attitude; You have strong communication skills; You are approachable, personable and friendly; You strive to go above and beyond expectations. |
| You'll need to: | Be at least 17 years old at the time of application; Be available prior to the Tournament; Read and consent to the ICC Women's World Cup 2022 Volunteer Programme Terms and Conditions and Privacy Policy; Consent to undertake and successfully complete Security Background Check(s); Have confirmed accommodation and ability to get to/from venues in your Host City; Be available to attend a volunteer interview in your selected Host City (times/dates will be confirmed closer to the time); Agree to complete scheduled training commitments (times/dates will be confirmed closer to the time); Be able to commit to attending uniform and accreditation collection early 2022 in your Host City). |

Event Assistant

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| Team: | Venue Operations |
| Reporting to: | Venue Operations Manager |
| Time Commitment: | Depending on location, this role requires a minimum of 10 shifts between 22 February 2022 and 3 April 2022. Shift schedules will be released closer to the Tournament. |

Where you fit: The Venue Operations team is based at each venue and is responsible for the preparedness and operational delivery of the venue for the tournament. This team assists with a variety of activities around the venue including logistics, technology, health & safety, catering and cricket-related operations and services. As an Event Assistant you will help with the fit-out of the venue, as well as the smooth day-to-day running of operations and services for all tournament participants.

Specifically, in this role you'll:

- Be great at solving problems and be proactive;
- Be willing and able to lift/move items that may be heavy
- Be highly organised, efficient and can multi-task;
- Be reliable, committed and have the flexibility to work varied rostered hours;
- Quickly learn and adapt to new situations;
- Be comfortable and tactful to resolve conflict;

You'll love this role if:

- You are positive and have a 'team focused' attitude;
- You have strong communication skills;
- You are approachable, personable and friendly;
- You strive to go above and beyond expectations.

You'll need to:

- Be at least 17 years old at the time of application;
- Be available prior to the Tournament;
- Read and consent to the ICC Women's World Cup 2022 Volunteer Programme Terms and Conditions and Privacy Policy;
- Consent to undertake and successfully complete Security Background Check(s);
- Have confirmed accommodation and ability to get to/from venues in your Host City;
- Be available to attend a volunteer interview in your selected Host City (times/dates will be confirmed closer to the time);
- Agree to complete scheduled training commitments (times/dates will be confirmed closer to the time);
- Be able to commit to attending uniform and accreditation collection early 2022 in your Host City).

Media Operations Assistant

Team: Venue Operations
Reporting to: CWC22 Venue Media Manager
Time Commitment: Required for Training and Match-Days.
Depending on location, this role requires a minimum of 7 shifts between 2 February 2022 and 3 April 2022. Shift schedules will be released closer to the Tournament.

Where you fit: Working closely with the Venue Media Manager, Media Operation Assistants will be assigned to key media facilities - such as the Press Box, Press Conference Room and Photographer Positions to support the successful delivery of media operations throughout the venue. This may include assisting with the preparation and running of the media and photographer facilities, helping with wi-fi connectivity, managing the media helpdesk, answering questions and providing relevant information to the media.

Specifically, in this role you'll: Be a university student or recent graduate with media / communications focus;
Have experience or strong interest in media operations, including being technology savvy;
Have strong initiative and problem solving skills;
Have strong customer service skills

You'll love this role if: You are positive and have a 'team focused' attitude;
You have strong communication skills;
You are approachable, personable and friendly;
You strive to go above and beyond expectations.

You'll need to: Be at least 17 years old at the time of application;
Read and consent to the ICC Women's World Cup 2022 Volunteer Programme Terms and Conditions and Privacy Policy;
Consent to undertake and successfully complete Security Background Check(s);
Have confirmed accommodation and ability to get to/from venues in your Host City;
Be available to attend a volunteer interview in your selected Host City (times/dates will be confirmed closer to the time);
Agree to complete scheduled training commitments (times/dates will be confirmed closer to the time);
Be able to commit to attending uniform and accreditation collection early 2022 in your Host City).

Sports Presentation Assistant

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| Team: | Venue Operations |
| Reporting to: | CWC22 Sport Presentation Manager |
| Time | Depending on location, this role requires a minimum number of 7 shifts |
| Commitment: | between 03 March 2022 and 03 April 2022. The shifts will be primarily on Match Days, with attendance at rehearsals where required. Shift schedules will be released closer to the Tournament. |

Where you fit: The Sport Presentation team is based at each venue and is responsible for all elements of the sportainment program such as activations, music, announcements, replay screen content, on field entertainment, fan activations and anthem ceremonies. As a Sport Presentation Assistant, you will provide operational and administrative support for the sport presentation program, to create the most engaging experience for spectators and broadcast audiences possible. This may include tasks such as the set-up of equipment, wrangling talent, assisting with anthem ceremonies, and engaging with community groups.

Specifically, in this role you'll: Be comfortable working in large crowds;
Have exceptional time-management skills and can work to strict timelines;
Have a reasonable level of physical fitness as this role can require extended periods of standing or walking;
Ability to manage entertainers and engage with children;

You'll love this role if: You are positive and have a 'team focused' attitude;
You have strong communication skills;
You are approachable, personable and friendly;
You strive to go above and beyond expectations.

You'll need to: Be at least 17 years old at the time of application;
Be available prior to the Tournament;
Read and consent to the ICC Women's World Cup 2022 Volunteer Programme Terms and Conditions and Privacy Policy;
Consent to undertake and successfully complete Security Background Check(s);
Have confirmed accommodation and ability to get to/from venues in your Host City;
Be available to attend a volunteer interview in your selected Host City (times/dates will be confirmed closer to the time);
Agree to complete scheduled training commitments (times/dates will be confirmed closer to the time);
Be able to commit to attending uniform and accreditation collection early 2022 in your Host City).

Workforce Team

Workforce Assistant

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| Team: | Workforce |
| Reporting to: | Workforce Coordinator |
| Time Commitment: | Depending on location, this role requires 8 number of shifts between 25 February 2022 and 4 April 2022. Shift schedules will be released closer to the Tournament. |

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| Where you fit: | Workforce Assistants will support the Workforce team both prior to and during the tournament. Prior to the Tournament, commencing July 2021, the Workforce Assistant will assist with interviews and help with training and uniform distribution. During the Tournament, Workforce Assistants will support with the check-in process for all volunteers, distributing meal vouchers, coordinating volunteer schedules, assist with the 'reward and recognition' activities, respond to daily volunteer queries and other administrative tasks. |
| Specifically, in this role you'll: | HR experience or related areas would be advantageous; Ability to show initiative and strong problem solving skills; Administrative skills would be an advantage; |
| You'll love this role if: | You are positive and have a 'team focused' attitude; You have strong communication skills; You are approachable, personable and friendly; You strive to go above and beyond expectations. |
| You'll need to: | Be at least 17 years old at the time of application; Be available prior to the Tournament; Read and consent to the ICC Women's World Cup 2022 Volunteer Programme Terms and Conditions and Privacy Policy; Consent to undertake and successfully complete Security Background Check(s); Have confirmed accommodation and ability to get to/from venues in your Host City; Be available to attend a volunteer interview in your selected Host City (times/dates will be confirmed closer to the time); Agree to complete scheduled training commitments (times/dates will be confirmed closer to the time); Be able to commit to attending uniform and accreditation collection early 2022 in your Host City). |
