



## VOLUNTEER FUNCTIONAL AREAS

1. ACCREDITATION
2. ADMINISTRATION
3. ENVIRONMENTAL SERVICES
4. INFORMATION SERVICES
5. INFORMATION TECHNOLOGY AND TELECOMMUNICATION (IT&T)
6. LANGUAGE SUPPORT
7. LEGAL
8. LOGISTIC SERVICES
9. MARKETING
10. MEDIA
11. PROTOCOL SERVICES
12. SPECTATOR SERVICES
13. TICKETING
14. TRANSPORTATION
15. USHERING SERVICES
16. VOLUNTEER MANAGEMENT

### **ACCREDITATION**

Accreditation is a crucial element to the event and is the backbone of security that controls access to any area that the Organising Committee is responsible for. The accreditation department will provide personalised identifications cards (better known as Accreditation Cards) for all officials, teams, media representatives, volunteers, service providers and local co-workers. The accreditation is important as this is an optimal method to control access to our specific venues.

A volunteer in this department will greet persons who have applied at the accreditation centre, and will be responsible for the production and issuing of the identity document. Volunteers will also assist in distributing daily passes and in the problem-solving section in the event of issues arising regarding persons seeking accreditation. With very few exceptions, accreditation volunteers work in specific, fixed locations near the stadium.

### **ADMINISTRATION**

As a volunteer assisting with Administrative Support, ideally you will have a strong interest in - and will be engaged in - general administration. Your focus may include being a personal assistant, performing secretarial duties, as well as assisting the Volunteer Coordinators in the volunteer centres. An advantage would be your interest and experience in Sports Administration.

As an Administrative Support volunteer, you will have a unique opportunity to get insight on how operational plans are executed to deliver the event in the city, and you will be in close interaction with all the different sectors involved in the delivery of the FIFA Confederations Cup South Africa 2009.

You could also play an administrative support role to different functional areas that could require volunteer support in the administrative field.

### **ENVIRONMENTAL SERVICES**

In raising environmental awareness to the football tournament spectators, environmental volunteers will be expected to be at key points in the stadiums to direct and assist spectators in disposing their waste products into demarcated containers. Volunteers will also be expected to have interest in environmental management and be able to inform spectators of the environmental management initiatives in the stadium precinct. They will oversee the implementation of the Environmental (Green Goal) Programme. Your communication skills will be essential.



## VOLUNTEER FUNCTIONAL AREAS

### INFORMATION SERVICES

The central task of Information Services is to welcome delegates, guests, spectators and tourists to the respective Host Cities. Volunteers will work as personal points of contact to guests and will be stationed at the Official LOC hotels, airports or places of interest in the Host Cities. You will require excellent interpersonal skills and expertise in hospitality.

As a volunteer, you will be required to assist with the meeting and the greeting of guests at the different points of entry into South Africa. Volunteers will also be responsible for the Welcome and Information Desk at venues such as the airports, Official Hotels, and where required, the stadiums. You will also be assisting with directional guidance whenever required. Among your responsibilities will be the dissemination of information such as the transport routes, event schedules and general information, which will be shared at the venues.

### INFORMATION TECHNOLOGY AND TELECOMMUNICATION (IT & T)

To volunteer for the Information Technology and Telecommunications, you will need to possess competency in computer literacy, and have knowledge of both computer hardware and software applications (for example Microsoft Office, Internet Explorer, etc).

Among your duties will be the unpacking of computer equipment, the installation and support of IT hardware (desktop computers, laptops, copiers, printers, etc.), and the installation of software applications (for example, Windows operating system, Microsoft Office, etc).

You also possess minimum knowledge on the workings of telecommunications networks and/or equipment, for instance, cellular telephones, mobile networks, subscriber interface module (sim) cards, and so forth.

You have a good command of English, and possess good communications skills. You are courteous, customer-friendly and approachable. Among your many tasks, you will be required to assist guests, tourists as well as other volunteers with the necessary computer-related queries and issues.

### LANGUAGE SUPPORT

To volunteer for Language Support, you will need to have a good command of the English language, as well as any one of the following foreign languages:

- Arabic,
- Chinese,
- French,
- German,
- Portuguese,
- Spanish, and
- Others.

You will be required to assist with language interpretation from English to any of the foreign language(s) of your competency, and vice versa. You are expected to be courteous, friendly, and approachable; and be customer-oriented. The advantage is that you will have the unique opportunity of working with and meeting people from all walks of life.

### LEGAL

As a volunteer in the Legal Department, you are expected to be courteous, customer-friendly, and approachable; with customer-oriented service traits, and be a good listener. A basic appreciation of marketing is required and hence a preference will be given to law and marketing students studying in this field.

The FIFA Confederations Cup South Africa 2009 presents a unique opportunity to earn income, yet people may not be aware of the importance of respecting the legal framework and the legal rights of the organisers of the tournament, including the rights of the commercial affiliates, broadcasters and other media groups.

You will assist with providing insight and education to a number of visitors and local communities who will form part of this great tournament on the importance of respecting the by-laws, the rights of others and co-operating with the law enforcement agencies.



## VOLUNTEER FUNCTIONAL AREAS

One of your main tasks would be to form part of the Rights Protection Programme Team (RPP) who would look after the rights of the tournament's commercial affiliates, broadcasters and organisers of the tournament

### **LOGISTIC SERVICES**

These volunteers will play one of the most important support roles in the volunteer programme. The volunteers will assist with planning, executing and controlling logistical processes required in managing the logistical elements of all functional areas.

Volunteers will be involved in all logistics processes. These volunteers will be assisting with general logistic requirements in both the LOC and Host City Volunteer Centres and would also assist other departments who would potentially require assistance.

### **MARKETING**

The scope of your work as a marketing volunteer includes supporting the FIFA Confederations Cup South Africa 2009 and other associated events in a variety of activities related to signage, branding, merchandise and commercial display areas, food and beverage kiosks/concessions, gift handling, official Mascot and youth program. You are expected to have a related background or to be studying a related course. This will help to fully appreciate the high standard of display, big brand activation and communication, and the desired official event look and feel that must be achieved and maintained at all times.

The nature of work will at times be quite operational and physically demanding, therefore successful volunteers will need to be reasonably energetic, mobile and have initiative. Monitoring and reporting of any branding, signage or advertising elements that do not comply with the event specification is also essential. Therefore good communication skills, attention to detail and computer literacy are all desirable attributes.

### **MEDIA VOLUNTEERS**

As a media volunteer it is expected of you to have an interest in journalism, to be service-minded and attentive and be able to stand stress. Every stadium will have a Stadium Media Centre (SMC). The SMC will be the "home" for thousands of journalists, photographers and broadcasters from across the globe. The media will depend on your help and services to be able to work and inform the whole world about the FIFA World Cup™ and South Africa.

As a media volunteer you will be the face of your country in the eyes of the journalist and you will get a unique insight into what goes on behind the scenes in the media and sporting world. A need for information technology media volunteers has also been identified to assist with technical issues in the media areas.

### **PROTOCOL SERVICES**

Protocol refers to the etiquette and support services which are provided to a designated dignitary, as well as the manner in which official ceremonies and events of FIFA Confederations Cup South Africa 2009 will be organised. Services to a dignitary include but are not limited to: reception at the airport or port of entry, reciprocal exchange of gifts, form of address, treatment with etiquette, allocation of ground transport, movement during and between events, seating at events and provision of refreshments.

A Protocol Volunteer is expected to be proud to be part of this historic occasion in order for him/her to be able to uphold its image by providing the local and international guests with the best protocol service.

Their ability to speak English or any other foreign language such as French or Spanish, as well as their insight on hospitality and protocol will be an added advantage to making the guests feel welcome. The Protocol team will look to them to assist with welcoming, ushering and making the guests feel welcome in the country from their arrival until they depart.

### **SPECTATOR SERVICES**

As a Spectator Services Volunteer you act and perform a function in support of the overall security plan for the competition. Given the fact that the security functions are perceived as a cold function you as a spectator volunteer will



## VOLUNTEER FUNCTIONAL AREAS

be very friendly and kind, thus leaving a good impression with all spectators and participants that will be visiting the Stadium, Fan Parks, Public Viewing venues or any other official venues.

You must be a highly motivated, self driven and very enthusiastic person who has a general love and enthusiasm for public safety. You must be conversant in English for ease of communication, but an added advantage would be to speak languages like, French, German, Portuguese and Arabic and have good knowledge of human behaviour patterns.

You should be a team player and be prepared to work hard for the entire duration of the event, ensuring that all spectators to the event have a convenient, safe, seamless, and enjoyable experience. You will have an opportunity to meet and interact with a vast range of people, locally and internationally.

### TICKETING VOLUNTEERS

The ticketing department co-ordinates all relevant processes related to match tickets. As a ticketing volunteer it is expected of you to be warm, friendly, approachable, customer oriented, service minded and attentive. You will have the opportunity to represent South Africa to international visitors, helping to shape the travelling supporters' experience for the FIFA Confederations Cup South Africa 2009.

The FIFA World Cup™ Ticketing Centre will be looking for volunteers to assist in the ticketing operations in each of the Host Cities at its Venue Ticketing Centres. Volunteers will assist in printing and distributing tickets for both domestic and international football fans and will also assist in match day operations at the Stadium Ticket Centres. Ticketing for this event is an exciting, fan-oriented experience.

### TRANSPORTATION

Volunteers will be assigned to a wide range of interesting tasks throughout this transportation network. As shuttle service drivers for our official guests from around the world, they will make an important contribution to the smooth running of the tournament. Wide-ranging support roles await volunteers working in our local travel co-ordination centres. Those with relevant experience will help maintain our vehicle fleet, or act as assistants to our professional transport managers. A handful of selected volunteers will provide a link between the professionals and the volunteer team as a whole.

A transport volunteer will be the first point of contact with delegates and spectators and are thus expected to be very friendly and kind thus leaving a good impression with our delegates.

As a transport volunteer it is very crucial that you understand the importance of time and professionalism, as transport delays can lead to serious tournament disruptions that can compromise the image of the event and the Host City. Event transportation can be a very exciting and rewarding experience, your participation in the event will leave you with a sense of achievement and with memories of time spent with some of the famous personalities in the world of football.

You will be assisting both Transport Departments with transport-related issues. Host City volunteers will also be deployed in the Park and Ride and Park and Walk areas to assist the spectators in preparing them with their arrival and departure from the match venue.

### USHERING SERVICES

This functional area normally assists with supplying volunteers for ushering services, not just for the tournament but also for all other events such as the Final Draw, Teams and Referees Workshop, Conferences and Congresses.

These volunteers will assist with guiding guests, spectators, or delegates to their area of seating or would assist the organisers with any other support they would require. The volunteers will also help with informing the guests, spectators, or delegates with relative information that would make the person's experience more enjoyable.



## VOLUNTEER FUNCTIONAL AREAS

### **VOLUNTEER MANAGEMENT**

There would be in the region of 1,000 volunteers per city and the primary task of this group of volunteers at each location is to support the Volunteer Coordinators in ensuring a smooth and efficient operation of the centres.

Volunteers in this functional area will be deployed at the centres, which will be open every day during the tournament. The volunteer will amongst others:

- Assist in implementing the volunteer training sessions ahead of the tournaments
- Provide uniforms and leisure facilities for volunteers at Volunteer Centres during the tournament
- Manage the centres during the tournament