



VOLUNTEER  
**AT GLASGOW**  
2018

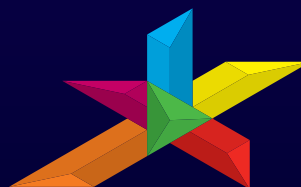
Volunteer  
Programme  
Information Pack

PARTNERS



PEOPLE  
MAKE  
GLASGOW

#THEMOMENT



EUROPEAN  
CHAMPIONSHIPS  
GLASGOW 2018



Photo: Glasgow City Council

# European Championships THE MOMENT is coming

Taking place for the first time from 2 – 12 August 2018, the European Championships will be a new highlight on the global sporting calendar, elevating the status of European Champions during an 11-day celebration of world class sport.

To be staged every four years, the Championships will be a must attend, must watch experience that reaches beyond the dedicated fans of the individual sports to a much wider audience. The first edition will be held in partnership between Glasgow and Berlin.

Delivered in partnership with several leading European sports federations, it includes the existing European Championships for Athletics, Aquatics, Cycling, Gymnastics, Rowing and Triathlon with a new Golf team championships, which will take place at the famous Gleneagles PGA Centenary Course.

But no major sporting event would be the same without the tremendous contribution of its volunteers and Glasgow 2018 will be no different. We'll require the enthusiasm and commitment of thousands of volunteers to support a wide range of roles from Spectator Services and Accreditation, to Transport and Media and many more.

This Volunteer Programme Information Pack includes:

- Information on Glasgow 2018 European Championships
- Meet the Glasgow 2018 Volunteering Champions
- Volunteering Roles Information
- Volunteer Application Form Guidance
- Contact Information



**1.03bn**  
Potential TV audience



**4,500**  
Athletes in Glasgow and Berlin



**2,700**  
Hours of free-to-air coverage



**7**  
Sports



**2**  
Host cities



**1**  
Event



**50**  
Competing nations

# Glasgow 2018 European Championships Venues

Some of Glasgow's world class venues are being used for the Glasgow 2018 European Championships along with a number of venues across Scotland. They are:

## Aquatics

**Swimming** – Tollcross International Swimming Centre, Glasgow

**Diving** – Royal Commonwealth Pool, Edinburgh

**Synchronised Swimming** – Scotstoun Sports Campus, Glasgow

**Open Water** – Loch Lomond and The Trossachs National Park

## Gymnastics

The SSE Hydro, Glasgow

## Rowing

Strathclyde Country Park, North Lanarkshire

## Triathlon

Strathclyde Country Park, North Lanarkshire

## Cycling

**Track** – Sir Chris Hoy Velodrome, Emirates Arena, Glasgow

**Road and Time Trial** – Glasgow City Centre and Metropolitan Area

**Mountain Bike** – Cathkin Braes Mountain Bike Trails, Glasgow

**BMX** – Knightswood Park, Glasgow

## Golf

Gleneagles PGA Centenary Course, Perth & Kinross

# Glasgow 2018 Volunteer Programme

## Be part of THE MOMENT

The success of the Glasgow 2018 European Championships relies on the commitment, enthusiasm and support of thousands of volunteers.

### Applying to be a Glasgow 2018 Volunteer

Applications are open from the 27 March – 31 July 2017.

Applicants can apply online at [glasgow2018.com/volunteering](http://glasgow2018.com/volunteering) or by requesting a recruitment pack from the Glasgow 2018 Team by telephoning 0141 276 1818 or emailing [volunteer2018@glasgow.gov.uk](mailto:volunteer2018@glasgow.gov.uk).

### Glasgow 2018 Volunteer Journey



### Volunteer Support

Inclusivity is a key priority of the Glasgow 2018 Volunteer Programme and we aim to support Volunteers in any way that we can. We encourage Volunteers to let us know what barriers they may experience which would prevent them from participating so that we can work together to support them.

If you feel that there are any additional steps we should consider please do not hesitate to contact the Volunteer Team.

### Stakeholder Engagement

We are looking for your help to promote the fantastic volunteering opportunities and encourage people to participate in making the Glasgow 2018 European Championships an event not to miss.

The Glasgow 2018 Team is available to come along and talk to your groups about the wonderful opportunities we have and encourage you to signpost anyone to our team for further information. Feel free to get in touch with us to discuss options.

# Glasgow 2018 Volunteering Champions

The Glasgow 2018 Team is supported by a group of fantastic Volunteering Champions who help to promote the many benefits of volunteering, talk about why volunteering is important to them and to encourage more people to apply to be a Glasgow 2018 Volunteer.

We're delighted to have our Volunteering Champions as part of the Glasgow 2018 Team – meet Izzy and Aaron.



**AARON, IZZY, JASMINE,  
ROSE, FLORENCE AND JIM**

Playing their part  
in sporting history



**Name:** Izzy

**From:** Parkhead

**Favourite thing about Glasgow:**

The banter, the patter and the caring nature we seem to possess. We are an open armed, big hearted city and nothing beats a Glasgow welcome!

Izzy's story is proof that volunteering can take you to some new and unexpected places.

Brought up in the East End of Glasgow, Izzy took her first steps into volunteering in 2012 when she became a Games Maker at Hampden Park for the London 2012 Olympic football matches. It was an 'exhilarating and humbling' experience that proved to be the start of a fascinating journey for the proud Glaswegian.

When the Commonwealth Games came to Glasgow in the summer of 2014 Izzy was among the first people to offer a hand. She was a frontrunner for the Games and was even invited down to Buckingham Palace for the launch of the Queen's Baton Relay, where she was interviewed on national TV and Radio.

It was through her experience with Glasgow 2014 that Izzy then got invited to Azerbaijan to volunteer at the 2015 European Games in Baku, something she retains great memories of. "I had such a brilliant time with wonderful people in a beautiful city," said Izzy. "That's the joy of volunteering - networking and the opening of doors to exciting new opportunities. Who knows what's around the corner!"

Izzy also regularly volunteers with the Scottish Rugby team and assisted at the Homeless World Cup in Glasgow in 2016. She's looking forward to all Glasgow 2018 events but is especially excited for the Gymnastics at The SSE Hydro. "It's a beautiful sport to watch and the spectators get so involved you can't help but get caught up in the moment!"



**Name:** Aaron

**From:** Dalmarnock

**Favourite thing about Glasgow:**

The diversity! Glasgow is a melting pot of different talents, background and culture.

Aaron started volunteering as an assistant at a local charity shop in order to boost his CV and gain work experience.

He has since gone on to volunteer at numerous organisations around Glasgow including the Glasgow 2014 Commonwealth Games, Musical Workshop and St Andrew's First Aid.

One of Aaron's most enjoyable experiences was at FARE – a voluntary organisation in Easterhouse that helps disadvantaged children and families. Putting his volunteer experience into action he helped to engage the local community and create activities and events for young people in the area.

Two of Aaron's big passions are science and music, and he's been able to mix both of these with his love of volunteering. As a STEM ambassador at ScienceConnects he helps to stage science demonstrations at the Glasgow Science Festival and he won a Platinum Youth Achievement Award for Volunteering with YouthScotland's The Big Music Project in 2015.

In his latest role as a Volunteer Champion at Glasgow 2018 Aaron is looking forward to sampling the hype leading up to the Championships. "When people become excited about a big event in Glasgow it makes you feel proud of your home."



# Volunteering Roles Information

The Glasgow 2018 European Championships has a diverse range of volunteering roles available – from forming part of our legendary warm welcome to working alongside international media – there's something for everyone.

## Accreditation Centres

Accreditation Centre Volunteers will be the first point of contact for athletes, officials, media, Glasgow 2018 staff and fellow volunteers as they collect their Championships accreditation cards. In preparation for the Championships, some accreditation centres could open in July 2018 so these roles are perfect for Volunteers who are able to commit for a longer period of time. General duties may include accreditation card printing or distributing Volunteer uniforms.

## Cultural Programme

In addition to the 11 days of sport, Glasgow 2018 European Championships encompasses a world class Cultural Programme and we'll need the help of our fantastic volunteers to make it happen. Roles will include Artist Liaison, Performance Support, Arts Workshop Support and Event Support.

## Media Operations

The Glasgow 2018 European Championships will have a potential TV audience of up to 1.03 billion and will attract significant numbers of media to the city. To support media coverage throughout the event we will require a range of roles including News Services Support and Media and Photo Assistants.

## Spectator Services

With thousands of visitors expected, the Glasgow 2018 European Championships will rely on Spectator Services Volunteers for their legendary warm welcome, excellent customer service and high fives. The roles we're looking for include Team Members and Team Leaders and general duties will involve providing spectators with information, assisting with queries and providing directions within venues or around the city.

## Sport Services

With more than 3,000 athletes taking part across six sports, Sports Services Volunteers will provide key support to athletes and officials to enable the competition to run smoothly. General duties may include welcoming athletes and support teams on arrival at venue, ensuring athlete areas are clean and well stocked and reporting any issues to team leaders.

## Technology

Technology will be at the heart of operations throughout the Glasgow 2018 European Championships and we'll rely on many skilled Volunteers to support the use of such equipment. Roles will include Timing, Scoring & Results Support and Technology Support.

## Transport

With events in Glasgow, Edinburgh, Perthshire, North Lanarkshire and Loch Lomond and the Trossachs National Park, Transport Volunteers working with the Transport Team will assist in getting athletes and officials from A to B throughout the Championships. Roles that we'll require include Transport Assistant and Drivers.

## Travel and Accommodation

Volunteers working with the Travel and Accommodation Team will be the warm welcome for athletes and officials upon arrival at airports and hotels.

# Glasgow 2018 Application Guidance

The Volunteer application form has been designed to gather information that will allow the Glasgow 2018 Volunteer Team to assess applicants and find out what support may be required.

Applications can be made online at [glasgow2018.com/volunteering](http://glasgow2018.com/volunteering) or by requesting a recruitment pack from the Volunteer Team. The Volunteer Team is available to support applications, please get in touch with us if you have any questions.



Photo: Elaine Fisher 2014

## Section 1: Your Information

This section is all about the volunteer. This will allow us to be able to contact the applicant.

We ask where the applicant heard about the Volunteering opportunity in order to evaluate the effectiveness of our marketing campaign.

It is useful at this stage to have an indication of the uniform sizes we need to order but the applicant will be able to change this at a later stage.

## Section 2: Volunteering Role

We are keen to find out what roles interest each applicant and this is the chance to tell us. We cannot guarantee that applicants will be allocated the role they indicate here but this will allow the Volunteer Team to review applications based on this preference.

## Section 3: Skills and Interests

In this section we will ask more information about applicants, what their skills are and what experience they have. We will look at the information provided here and match it to an appropriate role.

## Section 4: Eligibility Criteria

It is important that applicants understand what is being asked of them throughout the volunteer journey. We need to confirm that applicants can confidently communicate in English or British Sign Language so that we are able to provide training and instruction.

We ask about an applicant's availability to give us an indication of when they will be able to volunteer with us. Some volunteer roles are required for a longer period of time than others and this will be looked at when allocating roles. We do understand that things change and are asking for the best guess at this stage.

We are interested in what motivates people to volunteer. People volunteer for many different reasons and it can be very rewarding to participate in a big event like the Glasgow 2018 European Championships.

Here we are looking for information to confirm that applicants are eligible to volunteer in the UK. If applicants are unsure or have any questions, please contact the Volunteer Team to discuss.

We ask applicants to complete the Criminal Conviction declaration so that we can assess suitability for a role. Declaring a conviction will not necessarily mean people can't volunteer with us. We will take into account the individual circumstances as well as the requirements of the role. If there are any concerns, or you would like to discuss this in more detail, please do not hesitate to contact the Volunteer Team.

## Section 5: Supporting You to Take Part

We are committed to ensuring everybody has equal access to the Glasgow 2018 European Championships Volunteering Programme and supporting a diverse range of participants. This is the applicants chance to tell us how we can assist them to take part.

Information provided here will not be taken into consideration when assessing the application, other than to ensure, that people are allocated a role that is appropriate. We ask applicants to provide any information which they feel may be relevant.

If you have any questions regarding the information requested here please contact the Volunteer Team on 0141 276 1818 or [volunteer2018@glasgow.gov.uk](mailto:volunteer2018@glasgow.gov.uk).

Frequently asked questions and more information on the Glasgow 2018 European Championships Volunteer Programme can be found at [glasgow2018.com/volunteering](http://glasgow2018.com/volunteering)

# Contact

## Volunteer Team

Email [volunteer2018@glasgow.gov.uk](mailto:volunteer2018@glasgow.gov.uk)  
Phone 0141 276 1818

## Volunteer Manager

Claire Shiel

## Press Team

Email [john.egan@glasgow.gov.uk](mailto:john.egan@glasgow.gov.uk)  
Phone 0141 287 3562

If you would like to request paper applications for your group please contact the Volunteer Team to arrange.

Please contact the Volunteer Team to discuss any activities you would like to involve the Glasgow 2018 Team in.

## Priority Tickets

Tickets for the Glasgow 2018 European Championships will go on sale in summer 2017.

Register now for priority tickets access at [glasgow2018.com](http://glasgow2018.com)

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 Glasgow\_2018

[glasgow2018.com/volunteering](http://glasgow2018.com/volunteering)