

## Fuzion 100 Ilkley Trophy 2019

### Volunteer Recruitment

#### ***Roles and Responsibilities***

##### Pre-Tournament

- Volunteers will be required to help undertake final site set up, working alongside the club team. It would be beneficial to be physically fit, as there is a lot of lifting and moving required.
- As the club becomes busier in the lead up to the tournament we will need to control access into areas of the clubs grounds. Volunteers will need to be on hand to direct vehicles and pedestrians to the correct areas.

##### Access Control and Car Park

- Meet and greet all visitors to event
- Direct all vehicles to correct location onsite
- Direct all pedestrians onto the club grounds
- Ensure safe and organised parking

##### Main Entrance/Volunteer Hub

- Check all tickets on entry
- Escort and assist anyone who requires assistance
- Selling merchandise in hut and across site
- Provide daily information to visitors
- Sign in/out all volunteers
- Ensure all volunteers arrive and notify if anyone is missing
- Relieve volunteers during shift
- Assist with Ball crew when required

##### Site and Stand Steward

- Assist and direct all visitors around the site
- Control access into private/reserved areas
- Ensure visitors access the stands/walkways only when play allows.
- Maintain silence around court and in the stands whilst play is underway
- Help spectators find the correct seat
- Only allow drinks in plastic/cardboard to be taken into the stands
- Keep stand litter free, clean and dry seats if required before play
- Provide information to spectators on daily play/activities/evening entertainment

## Drivers

- Provide transport between club and players accommodation
- Primary accommodation will be Craiglunds Hotel, Rendevous Skipton and private host houses
- Drivers will often be the first interaction between player/coaches and the club

## Outreach Assistants/ Kids zone volunteer duties

- Work alongside the club coaches and tennis staff to help organise over 1000 children throughout the week
- Assisting coaches on court (simple hand feeding drills/demonstrating with coach).
- Escorting school classes from the kids zone to the stands (specific court/stand given).
- Water duty (keeping any thirsty children well-watered).
- Flyer/certificate distribution (counting and giving out handouts to the classes of school children).

## Village and Club House Assistants

- Assist reception staff in the main clubhouse helping to direct members, officials and players to suitable location
- Be on hand to answer queries about the tournament, site and club house restrictions
- Control access into restricted areas
- Work alongside the Player Services team to provide information and club services to the players/officials

## ***Dates Required***

### Pre-Tournament

Wednesday 12 <sup>th</sup>	10.00am – 2.00pm (Site Set Up) 5.30pm – 8.00pm (Access Control)
Thursday 13 <sup>th</sup>	8.30am – 11.00am (Access Control) 1.00pm – 4.00pm (Access Control/Site Set Up)
Friday 14 <sup>th</sup>	10.00am – 2.00pm (Site Set Up/Access control) 8.00am – 6.00pm + (Drivers x 3 shifts)
Saturday 15 <sup>th</sup>	8.00am – 6.00Pm + (Drivers x 3 shifts) 11.00am – 2.00pm (Site Set Up/Access control) 4.00pm – 8pm (Access Control)
Sunday 16 <sup>th</sup>	8.00am – 6.00Pm + (Drivers x 3 shifts) 11.00am – 2.00pm (Site Set Up/Access control) 4.00pm – 8pm (Access Control)

### **Tournament Requirements**

Monday 17<sup>th</sup> – Friday 21<sup>st</sup>

Access Control  
8.30am – 12.30pm  
12.30pm – 4.00pm  
4.00pm – 7.30pm

Drivers  
8.00am – 1.00pm  
1.00pm – 6.00pm  
6.00pm +

Village and Club House  
9.00am – 1.00pm  
1.00pm – 6.00pm

Main Entrance/Volunteer  
10.00am – 2.00pm  
2.00 – 6.00pm

Site and Stand Steward  
10.45am – 1.45pm  
1.45pm – 4.45pm  
4.45pm – 7.30pm+

Outreach Assistants  
9.30am – 12.5pm  
12.5pm – 3.00pm

Saturday 22<sup>nd</sup> – Sunday 23<sup>rd</sup>

Access Control  
8.30am – 12.30pm  
12.30pm – 4.00pm  
4.00pm – 6.30pm

Main Entrance/Volunteer  
10.00am – 2.00pm  
2.00pm – 4.00pm

Drivers  
8.00am – 1.00pm  
1.00pm – 6.00pm  
6.00pm +

Site and Stand Steward  
10.45am – 1.45pm  
1.45pm – 4.45pm  
4.45pm – Finish pm +

Village and Club House  
9.00am – 1.00pm  
1.00pm – 4.00pm