**MARYLEBONE CRICKET CLUB**

**LORD’S GROUND**

**2018 MATCH DAY VOLUNTEERING**

Marylebone Cricket Club, owner of Lord’s Cricket Ground, is seeking to recruit volunteers to support match day operations at high profile matches at Lord’s throughout the 2018 cricket season.

Volunteers are required to support and enhance the visitor experience at Lord’s and help in various ways such as but not limited to:

* Meet and Greet visitors
* Support community based activity
* Support the Ticket Collection Point
* Provide photography support to community activity

Whatever your role, you will be required to be approachable, committed, flexible and team focused. Volunteers will receive an induction, as well as general and specific training to support their continued professional development.

To be eligible to volunteer the following criteria apply. You must be:

* at least **16 years of age**
* able to read and speak English fluently;
* eligible to work in the United Kingdom without any additional immigration approvals;
* available to attend an interview on **Sunday 18th March 2018;**
* available to attend a training session on **Friday 13th or Sunday 15th April** (9:30am – 4:00pm)
* available to volunteer for the following as a minimum:
* a **minimum** of three days within the same Test Match of ***either*** the England v Pakistan Investec Test Match (Thursday 24th – Monday 28th May ) ***or*** the England v India Investec Test Match (Thursday 9th August – Monday 13th August);
* ***Either*** Royal London One Day Cup Final Saturday 30th June ***or*** England v India Royal London One Day International Saturday 14th July

MCC is an equal opportunities organisation. Any recruitment of volunteers for the 2018 cricket season will be in accordance with applicable legislation and MCC’s Equal Opportunity Policy.

If you require more information, please email Community Development Assistant Yvonne Muigua at community@mcc.org.uk

Potential applicants should read the person specification and role profile carefully. Completed electronic applications forms are to be uploaded using the webpage www.lords.org/volunteer or posted to:

Yvonne Muigua,

Community Development Assistant

Lord’s Ground,

London, NW8 8QN.

**The closing date for applications is Friday 9th March 2018**

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**2018 MATCH DAY VOLUNTEERING**

**PERSON SPECIFICATION**

DEPARTMENT – COMMUNITY

|  |  |  |
| --- | --- | --- |
|  | ESSENTIAL | DESIRABLE |
| EXPERIENCE/KNOWLEDGE | * An understanding of the importance of volunteering
 | * Experience of working as a volunteer at a local sports club or sporting event
* Experience of leading other volunteers
* Ability to speak an additional language (e.g. Hindi)
 |
| SKILLS | * Strong written and verbal communication skills
* Ability to review and adapt
* Ability to work within a team
 | * + Ability to work unsupervised
 |
| QUALITIES AND ATTITUDE | * Flexible attitude towards work
* Self Motivated
* Energetic and enthusiastic
* Passionate about sport
* Passionate about volunteering at high profile sporting events
* Adopts a positive “can do” attitude
 | * Dedicated to improving personal and professional development
 |

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**ROLE PROFILE**

VOLUNTEER ROLE – MATCH DAY VOLUNTEER (Reporting to Community Department)

GENERAL (applies to all volunteers)

* Protect and enhance the Lord’s brand and its values.
* Actively contribute to departmental goals and projects.
* Commit to an open, challenging and professional environment where outstanding performance is the norm.

SPECIFIC ROLE INFORMATION

|  |  |
| --- | --- |
| ROLE | INFORMATION |
| GENERAL (ACTIVATION) | * Acting as support to the Community Department to help with match day activation
* Supporting and fulfilling the requirements of the Presentation Team
* Helping with taster session registrations in the MCC Cricket Academy
* Helping in sponsorship activation area with activities such as Crazy Catch
* Other duties assigned by the Volunteer Co-ordinator on the day

**Please note this role may be physically demanding**  |
| GENERAL (MEET AND GREET) | * Providing an information point at entrance to the venue, including distribution of relevant information
* Directing spectators to the venue from local public transport hubs
* Distributing official match day hand-outs
* Other duties assigned by the Volunteer Co-ordinator on the day
 |
| GENERAL (CATERING) | * Helping “queue bust” at peak times
* Providing advice to spectators on where to go for food and beverages
	+ Helping with information about e.g. expected queue times or products on sale
* Guiding teams of casual workers to areas of work during check-in
* Other duties assigned by the Volunteer Co-ordinator on the day
 |
| GENERAL (STAFFING & MEMBER QUEUE SUPPORT) | * Helping with welcome to casual workers
* Helping with distribution of breakfasts and lunches
* Helping with uniform handout
* Helping assist with refreshment distribution
* Other duties assigned by the Volunteer Co-ordinator on the day

**Please note this is a 6 a.m. to noon shift** |
| GENERAL (HOSPITALITY) | * Meeting and greeting customers
* Assisting administration staff in directing people to the correct areas on site
* Providing general venue information and useful facts to customers
* Other duties assigned by the Volunteer Co-ordinator on the day
 |
| GENERAL (TICKETING) | * Greeting supporters and sponsors coming to collect their tickets
* Distributing match tickets in a safe, accurate, and timely fashion
* Answering routine queries from customers regarding directions, food outlets, etc.
* Assisting Ticket Office Staff with any other duties
* Other duties assigned by the Volunteer Co-ordinator on the day
 |
| GENERAL (MOBILITY) | * Supported visitors to Lord’s with mobility requirements
* Where required use MCC wheelchairs to help visitors on arrival and departure
* Liaise with Lord’s control to ensure everyone’s location with mobility requirements is noted
 |
| PHOTOGRAPHY | * Take images of community based work at major matches including the volunteers in action
* Help with distribution of packed lunches to match day professional photographers
 |

**SHIFT TIMES**

Early 6:00AM – 12 noon

All day 8:00AM – 4PM (or earlier if final interval of the day is before this)

Morning 8:00AM – 1PM

Late shift 12 noon – 7PM

All volunteers will receive the following as part of their role:

* appropriate training;
* volunteer uniform;
* food and refreshments; and
* subject to production of relevant receipts, travel expenses (up to the value of £10 per day)

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**2018 MATCH DAY VOLUNTEER**

**VOLUNTEER APPLICATION FORM**

The information requested in this form is important in assessing your application. Please complete it accurately and in full. Please read the supporting information before completing your application.

**POSITION APPLIED FOR:** MATCH DAY Volunteer

PLEASE IDENTIFY THE ROLE(S) FOR WHICH YOU ARE APPLYING

1. General Match Day Volunteer [ ]

2. Match day photography [ ]

**From what source did you learn about this position?……………………………………………….**

|  |  |
| --- | --- |
| **SURNAME:**  |  |
| **FORENAME(S):** |  |
| **ADDRESS:** |  |
| **TEL. (HOME):** |  |
| **TEL. (MOBILE):** |  |
| **EMAIL ADDRESS:** |  |
| **EMERGENCY CONTACT INFORMATION** | **Name:** **Telephone number(s):****Capacity in which you know this person:**  |

## MOST RECENT EMPLOYER – if applicable

**Name and address of most recent employer:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Job title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date started: \_\_\_\_\_\_\_\_\_\_\_\_ Date left: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **(if applicable)**

**Please use this space to demonstrate how you meet the specific requirements of the position for which you have applied.**

**It is recommended that you use the details from the person specification and role profile to help organise your information.**

**You should draw on your knowledge, skills and experience gained from paid work, training, education, leisure interests and/or voluntary work.**

I am interested in hearing more about cricket and/or community volunteering experiences at Lord’s or in my local area:

YES/NO (please delete as appropriate)

**Interview for role – I confirm that I am able to attend an interview at Lord’s on Sunday 18th March 2018 [ ]**

**Successful applicants** will be required to attended a training day, please select which of the following date(s) you are able to attend training at Lord’s:

Friday 13th April 09:30am – 4:00pm [ ]

Sunday 15th April 09:30am – 4:00pm [ ]

Volunteers will be provided with a t-shirt and jacket please indicate your size below:

T-shirt

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| XS | S | M | L | XL |

Jacket

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| XS | S | M | L | XL |

**VOLUNTEERING DATES**

Please highlight below the dates throughout the cricket season on which you will be available to volunteer. **Please note that dates highlighted in green are part of the minimum requirement criteria noted on page one.**

Please indicate in general which shift times you would be willing to support:

6:00am – 12:00pm [ ]

8:00am – 1:00pm [ ]

8:00am – 4:00pm [ ]

12:00pm – 7:00pm [ ]

(T20) 4pm-9.30pm [ ]

Applicants are encouraged to apply for as many dates as they would like to support. Those who meet the recruitment requirements and make themselves available for more dates will get priority. In relation to the Investec Test Matches, five days of availability (if possible) would be preferred.

|  |  |  |
| --- | --- | --- |
| Match | Date | Availability (please delete as appropriate) |
| England v Pakistan Investec Test Match(minimum three-day commitment) | Thursday 24th May | YES/NO |
| Friday 25th May | YES/NO |
| Saturday 26th May | YES/NO |
| Sunday 27th May | YES/NO |
| Monday 28th May | YES/NO |
| Royal London One-Day Cup Final | Saturday 30th June  | YES/NO |
| Middlesex v Surrey NatWest T20 Blast match | Thursday 5th July (evening only) | YES/NO |
| England v India Royal London One-Day International | Saturday 14th July  | YES/NO |
| Middlesex v Somerset NatWest T20 Blast  | Thursday 19th July (evening only) | YES/NO |
| Middlesex v Hampshire NatWest T20 Blast | Thursday 26th July (evening only) | YES/NO |
| Middlesex v Sussex NatWest T20 Blast | Thursday 2nd August (evening only) | YES/NO |
| England v India Investec Test Match(minimum three-day commitment) | Thursday 9th August | YES/NO |
| Friday 10th August | YES/NO |
| Saturday 11th August | YES/NO |
| Sunday 12th August | YES/NO |
| Monday 13th August | YES/NO |
| Middlesex v Essex NatWest T20 Blast | Thursday 16th August (evening only) | YES/NO |

**REFERENCES**

Please give the details of two referees. Where applicable one should be from a recent employer/volunteer mentor/head teacher (for recent school leavers) and one should be a character reference.

### Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Capacity in which the person is known to you:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Company:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Address (including postcode):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Telephone No:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Capacity in which the person is known to you:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Company:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Address (including postcode):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Telephone No:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**May we contact your referees prior to interview? Yes/No (please delete as appropriate)**

##### DECLARATION

I confirm that the information provided by me on this application form is correct and gives a fair representation of my suitability for the role. I consent to the use of the information provided in this form during the recruitment process.

I confirm that I have no previous convictions for any criminal matters that require declaration under the Rehabilitation of Offenders Act 1974.

I accept that if I not have provided full and accurate information, it could result in me not being successful.

**Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

*Thank you for your application*

**We would like to keep you informed about other events /information at Lord’s. We will not pass your details on to any third parties. If you DO wish to be kept informed please tick this box □**