

Role: Event Support Volunteer

Reporting To: Volunteer Manager and area manager for assigned tasks

Role Purpose

Event Support Volunteers are essential to the smooth operation of all British Taekwondo events. You will assist across various areas including registration, accreditation distribution, ticketing, and general event logistics. Your flexibility and helpful attitude will ensure a welcoming and efficient experience for athletes, coaches, spectators, and officials.

Key Responsibilities

Your tasks may include:

- Assisting at the registration desk to check in athletes, coaches, and officials.
- Handing out accreditation passes and welcome packs to teams.
- Supporting ticketing operations for spectators, including scanning tickets and applying wristbands.
- Providing directions and general information to attendees.
- Helping with venue setup, signage, and cleanliness.
- Assisting with queue management and crowd flow.
- Reporting any issues or concerns to the appropriate supervisor.

Shift Details

- Morning (0800-1400) and afternoon (1330-1830) shifts available.
- Please arrive at least 30 minutes before your shift for briefing and handover.

What to Wear

- Comfortable, plain clothing (preferably black or navy).
- Flat, closed-toe shoes suitable for walking/standing.
- Volunteer T-shirt (provided on the day).
- Accreditation badge (must be worn at all times).

Skills & Attributes

- Friendly, approachable, and calm under pressure.
- Good communication and timekeeping skills.
- Confident in giving clear directions and handling basic queries.
- Able to stand/walk for extended periods.
- Comfortable using basic technology e.g., ticket scanners (training will be provided).

What You'll Gain

- Experience working at a national-level sporting event.
- Opportunity to support athletes and be part of a passionate martial arts community.
- Firsthand experience of event delivery and organizing committee operations.

- Be part of a dynamic and supportive team.
- Complimentary access to the event all weekend for you and one guest, including free parking at the competition venue.
- Refreshments and meals during your shift.

Briefing Notes

- Attend the volunteer briefing session.
- Familiarize yourself with the venue layout and key areas.
- Know who your supervisor is and how to contact them.
- Always remain professional and neutral—do not coach or advise athletes.
- Smile and be welcoming—your energy helps set the tone!