



WOMEN'S
ENG25

VOLUNTEER ROLE DESCRIPTIONS

Contents

CUSTOMER SERVICES ROLES.....	2
ACCREDITATION TEAM MEMBER	3
TGP TEAM MEMBER.....	4
TGP TEAM LEADER.....	5
WORKFORCE TEAM MEMBER	6
EVENT OPERATIONS ROLES.....	7
RIGHTS PROTECTION OFFICER	8
TECHNOLOGY TEAM MEMBER.....	9
TOURNAMENT SERVICES TEAM MEMBER.....	10
BROADCAST & MEDIA ROLES	12
BROADCAST LIAISON OFFICER.....	13
MEDIA OPERATIONS TEAM MEMBER	14
MEDIA OPERATIONS TEAM LEADER.....	16
FAN SERVICES ROLES	18
FAN SERVICES TEAM LEADER.....	19
FAN SERVICES TEAM MEMBER.....	20



WOMEN'S
ENG25

CUSTOMER SERVICE ROLES

ACCREDITATION TEAM MEMBER

About the team

The Accreditation team are responsible for ensuring that non-ticketed stakeholders, from staff, volunteers and suppliers, to media, players and officials, can access their areas of work without being impeded by people who should not be there. The accreditation team will identify and register all participants in order to issue them with a Tournament Accreditation Pass, providing them with appropriate access rights according to their role at the Women's RWC 2025.

What will I be doing?

The main responsibility of Accreditation Team Members is to support the Venue Accreditation Coordinator to ensure all non-ticketed stakeholders receive their accreditation pass to take part in the tournament. This could involve:

- Reviewing official documents
- Assessing accreditation records and cross checking the database
- Verifying a stakeholders identity
- Handling discrepancies and helping to resolve them
- Printing and distributing accreditation passes
- Queue management

Where will I be based?

This role will be based at the Venue Accreditation Centre at each match venue in the following locations:

- Brighton & Hove
- Bristol
- Exeter
- Manchester
- Northampton
- Sunderland
- Twickenham
- York

When will I be required?

- Core volunteer training day
- Non-Match Days (up to six days before the first match at each venue and up to two days before all the remaining matches)
- Match Days
- Shifts during the tournament will be between 6-10 hours long

Note: Matches will take place on Fridays, Saturdays & Sundays. We ask that all volunteers are available for at least 5 shifts or at least the number of matches at their venue (whichever is greater). This particular role is more suited to people who could be available for some weekday and weekend shifts.

What skills would help me carry out my role?

- Excellent customer service
- Problem solving and trouble shooting
- Familiarity with or experience using a computer or database would be valuable
- Comfortable using a computer for long periods of time and being indoor
- Available to complete some shifts prior to the start of the tournament. Shifts during the tournament are likely to be between 6-10 hours long

TGP TEAM MEMBER

About the team

The Tournament Guest & Protocol function (TGP) will deliver a programme of events to VIP guests and international delegates across the Women's Rugby World Cup. The TGP Programme will be an all-encompassing, integrated programme including guests from international rugby playing nations, visiting Heads of State and tournament partners and stakeholders. The TGP programme will primarily focus on the opening match in Sunderland and the Final in Twickenham, with a smaller programme of activities on other match days.

What will I be doing?

The TGP team will be based in match venues, and for Sunderland and Twickenham will also be based in the TGP hotel. The TGP Team Members will assist the TGP team in the delivery of the Tournament Guest Programme including:

- Setting up of TGP spaces and welcome desks
- Welcoming VIPs
- Assisting VIPs to the hosting and seating areas
- Distribution of gifts
- General hosting activities

Where will I be based?

The TGP programme will have a primary focus on Sunderland and Twickenham, with a reduced programme at the other venues.

When will I be required?

- Sunderland & Twickenham – Match Days and Non Match Days (up to five days before and one day after each match) plus core volunteer training
- Other venues – Match Days plus core volunteer training

Note: Matches will take place on Fridays, Saturdays & Sundays. We ask that all volunteers are available for at least 5 shifts or at least the number of matches at their venue (whichever is greater).

What skills would help me carry out my role?

- Exceptionally high level of customer service
- Professional and discreet when meeting guests
- Customer focused
- Clear communicator
- Able to work calmly in high profile areas
- Able to think on your feet and know when to escalate issues
- Understanding and respect for different cultures
- Eye for detail

TGP TEAM LEADER

Please Note: This role may require an interview prior to selection

About the team

The Tournament Guest & Protocol function (TGP) will deliver a programme of events to VIP guests and international delegates across the Women's Rugby World Cup. The TGP Programme will be an all-encompassing, integrated programme including guests from international rugby playing nations, visiting Heads of State and tournament partners and stakeholders. The TGP programme will primarily focus on the opening match in Sunderland the Final in Twickenham, with a smaller programme of activities on other match days.

What will I be doing?

The TGP team will be based in both match venues and for Sunderland and Twickenham in the TGP hotel. The TGP Team Leader will oversee Team Members and will assist in the delivery of the Tournament Guest Programme including:

- Setting up of TGP spaces and welcome desks
- Welcoming VIPs
- Assisting VIPs to the hosting and seating areas
- Distribution of gifts
- General hosting activities

Where will I be based?

The TGP programme will have a primary focus on Sunderland and Twickenham, with a reduced programme at the other venues.

When will I be required?

- Sunderland & Twickenham - Match Days and Non Match Days (up to 5 days before and 1 day after each match) plus core volunteer training
- Other venues - Match Days plus core volunteer training

Note: Matches will take place on Fridays, Saturdays & Sundays. We ask that all volunteers are available for at least 5 shifts or at least the number of matches at their venue (whichever is greater).

What skills would help me carry out my role?

- Exceptionally high level of customer service
- Professional and discreet when meeting guests
- Professional approach
- Experience leading teams
- Customer focused
- Clear communicator
- Able to work calmly in high profile areas
- Able to think on your feet and know when to escalate issues
- Understanding and respect for different cultures
- Eye for detail

WORKFORCE TEAM MEMBER

About the team

In the lead up the tournament, Workforce is the functional area responsible for the planning, provision and training of all paid staff, volunteers and contractors required to stage the event. During the tournament, Workforce will look after the welfare of all paid staff, volunteers and contractors on venue.

What will I be doing?

As a member of the Workforce team, you will be the first person to greet all Workforce on venue so a positive attitude is key. The role will be varied and include:

- Checking in all paid staff and volunteers
- Distributing meal vouchers
- Stock management of reward and recognition items
- Distributing reward and recognition items
- Stock management of uniform
- Regular welfare rounds to check on fellow volunteers

Where will I be based?

This role will primarily be based at the Workforce Check-In/Break space of each match venue in the following locations:

- Brighton & Hove
- Bristol
- Exeter
- Manchester
- Northampton
- Sunderland
- Twickenham
- York

When will I be required?

- Core volunteer training
- Non Match Days (up to one day before and after each match)
- Match Days

Note: Matches will take place on Fridays, Saturdays & Sundays. We ask that all volunteers are available for at least 5 shifts or at least the number of matches at their venue (whichever is greater).

What skills would help me carry out my role?

- Friendly and positive attitude
- Comfortable with using technology e.g. tablets or laptops
- Great organisational skills
- Excellent customer service skills
- Enjoys being part of a team



WOMEN'S
ENG25

EVENT OPERATIONS ROLES

RIGHTS PROTECTION TEAM MEMBER

Please Note: This role may require an interview prior to selection

About the team

Working closely with the commercial team, the Rights Protection team member role will serve as support to RWC 2025 official partners to ensure they gain the most from being an official sponsor or partner of the event, whilst ensuring no competitors are running unofficial promotions or activations within the RWC 2025 tournament area.

What will I be doing?

- Help monitor the tournament area to ensure only products from partners are visible
- Help prevent ambush marketing
- Be knowledgeable about World Rugby and RWC 2025 partners
- Support partner service teams as needed with rights delivery

Note: This role will involve being on your feet for long periods of time

Where will I be based?

There are volunteer roles available in this role at the following locations:

- Brighton & Hove
- Bristol
- Exeter
- Manchester
- Northampton
- Sunderland
- Twickenham
- York

When will I be required?

- Core volunteer training
- Match Days

Note: Matches will take place on Fridays, Saturdays & Sundays. We ask that all volunteers are available for at least 5 shifts or at least the number of matches at their venue (whichever is greater).

What skills would help me carry out my role?

- High attention to detail
- Strong verbal skills for reporting issues clearly and effectively to stakeholders
- Interest in rights protection and legal knowledge advantageous
- Ability to remain calm in high-pressure situations
- Please indicate in your application any relevant legal and or rights protection knowledge and experience that you have

TECHNOLOGY TEAM MEMBER

About the team

This role will form part of the Event and Venue Technology team. The Event and Technology Team (EVT) are responsible for the delivery of technology to functional areas and client groups across all RWC venues. Technology provided by EVT includes, network, WIFI, print, IPTV/CATV, hand held radio and fixed telephony. EVT will be the primary contacts for technology requests and issues at all RWC venues.

What will I be doing?

As a member of the technology team, your role will involve assisting with the matchday preparation and core technology activities including:

- Assisting with the triage of technology issues as and when reported by client groups
- Performing proactive tasks on print devices
- Checking technology devices to ensure all are in good working condition and properly maintained
- Monitoring and managing supplies, such as ink and paper, and ensuring adequate stock levels
- Overseeing the distribution and collection of handheld radios

Where will I be based?

There are volunteer roles available in this role at the following locations:

- Brighton & Hove
- Bristol
- Exeter
- Manchester
- Northampton
- Sunderland
- Twickenham
- York

When will I be required?

- Core volunteer training
- Non Match Days (up to two days before and after each match)
- Match Days

Note: Matches will take place on Fridays, Saturdays & Sundays. We ask that all volunteers are available for at least 5 shifts or at least the number of matches at their venue (whichever is greater).

What skills would help me carry out my role?

- Good communication skills
- Technical knowledge
- Problem solving and troubleshooting
- Organisational skills
- Willingness to learn new technologies and adapt to changing environments

TOURNAMENT SERVICES TEAM MEMBER

About the team

The tournament services team is made up of a number of functional areas which support the overall tournament operations. These functional areas include:

- Accommodation
- Catering, Cleaning and Waste
- Logistics
- Transport
- Arrivals and Departures

The team support a variety of client groups including workforce colleagues, tournament guests, broadcast and spectators.

What will I be doing?

Tournament Services Team Members will wear many hats, working across functions as and when required to ensure the overall efficiency and smooth running of key client services. Tasks will vary depending on whether venues are setting up or are operational on match days, but responsibilities will include:

- Assisting the Logistics team in the delivery and placement of furniture and equipment to various areas around the stadium
- Assisting with Transport operations by helping the team set up and manage the arrival and departure of buses
- Driving fleet cars to assist in people movements
- Monitoring catering operations and assisting the team on the delivery of services to a number of clients, such as workforce, teams, and media

Where will I be based?

There are volunteer roles available in this role at the following locations:

- Brighton & Hove
- Bristol
- Exeter
- Manchester
- Northampton
- Sunderland
- Twickenham
- York
- Team and Workforce Hotels
- Fleet depots

When will I be required?

This role requires availability throughout the different phases of operation, from pre-match venue set up, to match days and then post-match pack up.

- Core volunteer training
- Non Match Days (initial venue set up from ten days out, then up to three days before and one day after each match)
- Match Days (Matches will take place on Fridays, Saturdays & Sundays)

Note: Matches will take place on Fridays, Saturdays & Sundays. We ask that all volunteers are available for at least 5 shifts or at least the number of matches at their venue (whichever is greater). This particular role is more suited to people who could be available for some weekday and weekend shifts.

What skills would help me carry out my role?

- Good level of physical fitness in order to lift and move equipment for the logistics operations
- Friendly and approachable attitude
- Ability to problem solve
- Enjoy working in a fast paced environment with a wide range of people
- Local area knowledge and good navigation skills
- Strong knowledge of traffic laws, general vehicle maintenance and safe driving practices

Please Note: In order to drive one of our fleet cars you will need to hold a full, clean UK driver's license and be over the age of 25.



WOMEN'S
ENG25

BROADCAST & MEDIA ROLES

BROADCAST LIAISON OFFICER

Please Note: This role may require an interview prior to selection

About the team

Broadcast is the functional area responsible for the production, transmission, and management of broadcast content across various platforms including television, radio, and digital media.

What will I be doing?

The Broadcast Liaison Officer will be based in the Broadcast Information Office (BIO) alongside the Broadcast Services Manager. Every day will be different, but key activities include:

- Managing the help desk in the BIO
- Preparing and distributing Supplementary Access Devices (SADs) to broadcasters
- Escorting broadcasters to their designated facilities in the venue
- Assisting TV and Radio broadcasters in the tribunes as required

Where will I be based?

This role will be based in the Broadcast Compound (Broadcast Information Office – BIO) of each match venue in the following locations:

- Brighton & Hove
- Bristol
- Exeter
- Manchester
- Northampton
- Sunderland
- Twickenham
- York

When will I be required?

- Core volunteer training
- Non Match Days (up to three days before each match)
- Match Days

Note: Matches will take place on Fridays, Saturdays & Sundays. We ask that all volunteers are available for at least 5 shifts or at least the number of matches at their venue (whichever is greater).

What skills would help me carry out my role?

- Organisational skills
- Confident in a fast paced environment
- Excellent communication skills
- Good level of customer service
- Friendly and positive attitude

MEDIA OPERATIONS TEAM MEMBER

About the team

Media Operations team provides facilities and services in the venues for the journalists, photographers and non-rights holding broadcasters who are accredited to cover the tournament. Our task is to ensure the media have excellent conditions so they can work with ease and share the stories and images of the tournament with the world.

What will I be doing?

Media Operations Team Members will carry out various duties in a match venue and will typically be assigned to work in one or two areas on a given day to support the overall operation. These areas are:

1. Venue Media Centre

The venue media centre is the main hub and working area for all accredited media in a match venue. Key responsibilities in this area include:

- Staffing the help desk
- Welcoming the media to the venue
- Answering queries and providing timely and accurate information
- Ensuring the workrooms are fully functioning
- Reporting any issues with services, technology, or fittings to the relevant department

2. Press tribune

The press tribunes are seats in the stands where the media watch the match. Some seats have tables, cabled internet and power and will be dedicated to specific organisations, while some will be a standard seat only with Wi-Fi. Key responsibilities in this area include:

- Guiding media to their seats and monitoring the area to ensure only those eligible are utilising the working positions
- Ensuring the media are well serviced and any issues with services are reported immediately

3. Media conference room

Most venues will have a media conference facility where post-match conferences take place. Venues may also host pre-match briefings for the media the day before a match. Media Operations Team Members will provide operational support for all media conferences and briefings, including:

- Managing access to the room
- Ensuring the space is ready for use
- Passing microphones to the media under the guidance of the Match Media Officer or Team Media Manager

4. Mixed zone

The mixed zone is the area where players and media “mix” after a match for short interviews. Media Operations Team Members will provide operational support for the mixed zone activities including:

- Managing access to the space
- Guiding the media to their designated areas
- Helping the Team Media Managers and Match Media Officers with the flow of players and facilitation of interviews

5. Photo positions

Photographers work in designated positions around the pitch and in the stands. Media Operations Team Members will:

- Direct photographers to these positions, ensure they are all working from the correct areas and are following relevant guidelines
- Assist with the management of the spaces, ensuring only those with correct accreditation gain access, that the area remains accessible, clean and in good working order.
- Provide support to the venue photo manager with the delivery of the pre-match photo briefing, allocation of pitch side positions and other administrative duties as required.

Where will I be based?

There are volunteer roles available in this role at the following locations:

- Brighton & Hove
- Bristol
- Exeter
- Manchester
- Northampton
- Sunderland
- Twickenham
- York

When will I be required?

- Core volunteer training
- Match Days

Note: Matches will take place on Fridays, Saturdays & Sundays. We ask that all volunteers are available for at least 5 shifts or at least the number of matches at their venue (whichever is greater).

What skills would help me carry out my role?

- Professional approach
- Good customer service skills
- Clear communicator
- Confident in dealing with the media
- Able to work calmly in high profile areas
- Confident using technology
- Language skills are useful but not essential

MEDIA OPERATIONS TEAM LEADER

Please Note: This role may require an interview prior to selection

About the team

Media Operations team provides facilities and services in the venues for the journalists, photographers and non-rights holding broadcasters who are accredited to cover the tournament. Our task is to ensure the media have excellent conditions so they can work with ease and share the stories and images of the tournament with the world.

What will I be doing?

The Media Operations team leader will be allocated to one of two areas in the match venue:

1. Venue Media Centre

The venue media centre is the main hub and working area for all accredited media in a match venue. The Media Operations team leader will manage the venue media centre help desk, which is the main information point for the media. Key responsibilities:

- Provide a warm welcome to the media on arrival
- Respond to queries and requests in a timely manner
- Provide administrative support to the Venue Media Manager, Venue Photo Manager and World Rugby Match Media Officer.
- Oversee a small group of team members on the help desk, managing breaks and ensuring they have the most up-to-date information to share with the media.

2. Press tribune

The press tribunes are seats in the stands where the media watch the match. Some seats have tables, cabled internet and power and will be dedicated to specific organisations, while some will be a standard seat only with Wi-Fi.

The Media Operations team leader will:

- Manage the seating area ensuring only those eligible are utilising the working positions.
- Ensure media are well serviced in this area, guiding them to available seats, ensuring the technology is working correctly and responding to queries as needed.
- Oversee a small group of team members in the tribune, managing breaks and ensuring they have the most up-to-date information to share with the media.

Where will I be based?

There are volunteer roles available in this role at the following locations:

- Brighton & Hove
- Bristol
- Exeter
- Manchester
- Northampton
- Sunderland
- Twickenham
- York

When will I be required?

- Core volunteer training
- One non-match day (one or two days before Match Day)
- Match Days

Note: Matches will take place on Fridays, Saturdays & Sundays. We ask that all volunteers are available for at least 5 shifts or at least the number of matches at their venue (whichever is greater).

What skills would help me carry out my role?

- Professional approach
- Customer focused
- Clear communicator
- Confident in dealing with the media
- Able to work calmly in high profile areas
- Able to think on your feet and know when to escalate issues
- Technologically savvy
- Experience leading teams
- Experience in working with the media
- Language skills would be useful but are not essential



WOMEN'S
ENG25

FAN SERVICES ROLES

FAN SERVICES TEAM MEMBER

About the team

Fan Services Team Members will be the face of the tournament, ensuring that spectators have the best possible match day experience throughout their visit. During the tournament, Fan Services will oversee key accessibility and family-friendly provisions and coordinate with various stakeholders to deliver top-tier services to fans attending the Women's Rugby World Cup.

What will I be doing?

We are looking for enthusiastic individuals who are ready to create some noise and a fun atmosphere, whilst also providing crucial information and direction. This role will be varied, and could include duties such as:

- Welcoming fans to the venue and building the excitement
- Managing the Information Point
- Assisting spectators who may require additional support or have accessibility requirements
- Providing fans with information and directions to key areas

Where will I be based?

There are volunteer roles available in this role at the following locations:

- Brighton & Hove
- Bristol
- Exeter
- Manchester
- Northampton
- Sunderland
- Twickenham
- York

When will I be required?

- Core volunteer training
- Match Days

Note: Matches will take place on Fridays, Saturdays & Sundays. We ask that all volunteers are available for at least 5 shifts or at least the number of matches at their venue (whichever is greater).

What skills would help me carry out my role?

- Friendly and approachable
- Enjoy talking to people and going above and beyond to make someone's day
- Collaborative and team-oriented
- Embraces diversity and displays respect to colleagues and fans
- Excellent customer service skills
- Great interpersonal skills
- Passionate

FAN SERVICES TEAM LEADER

Please Note: This role may require an interview prior to selection

About the team

Fan Services are the face of the tournament, ensuring that spectators have the best possible match day experience throughout their visit. During the tournament, fan services will oversee key accessibility and family-friendly provisions and coordinate with various stakeholders to deliver top-tier services to fans attending the Women's Rugby World Cup.

What will I be doing?

The Fan Services Team Leader will manage a team of volunteers to ensure the best possible fan experience, by bringing excellent customer service skills and heaps of enthusiasm. Team Leaders will oversee break schedules, checking in volunteers and ensuring every Fan Services volunteer is well briefed before their shift. We are looking for enthusiastic individuals who are ready to create some noise and a fun atmosphere, whilst also providing crucial information, leadership and direction. Other responsibilities include:

- Welcoming fans to the venue and building the excitement
- Assisting spectators who may require additional support or have accessibility requirements
- Providing fans with information and directions to key areas

Where will I be based?

There are volunteer roles available in this role at the following locations:

- Brighton & Hove
- Bristol
- Exeter
- Manchester
- Northampton
- Sunderland
- Twickenham
- York

When will I be required?

- Core volunteer training
- Match Days

Note: Matches will take place on Fridays, Saturdays & Sundays. We ask that all volunteers are available for at least 5 shifts or at least the number of matches at their venue (whichever is greater).

What skills would help me carry out my role?

- Good leadership and ability to motivate a team
- Friendly and approachable
- Enjoy talking to people and going above and beyond to make someone's day
- Collaborative and team-oriented
- Embraces diversity and displays respect to colleagues and fans
- Excellent customer service skills
- Great interpersonal skills
- Passionate