



VOLUNTEER PROGRAMME SUPPORTING INFORMATION

FOR ERFSU & COUNTY SCHOOLS UNIONS

**England
2015™**



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Our Values

The RFU and England 2015 share a common set of values which we'll look for when recruiting volunteers. These Values will form the basis of what we interview volunteers against at our Try Outs.

TEAMWORK

RESPECT

ENJOYMENT

DISCIPLINE

SPORTSMANSHIP

Please also refer to *Criteria to Become a RWC 2015 Volunteer* when deciding who to nominate within your CSU, and also when guiding potential applicants themselves.

What Volunteer Roles are Available?

We will need approximately 6,000 volunteers to help make RWC 2015 a truly great tournament.

Every single role is critical and therefore it's important that we recruit the right volunteers for the right roles.

We are looking for volunteers who are ready to roll their sleeves up, get stuck in and potentially get wet! Knowing the British weather as we do September and October can often be cold, rainy months. So although volunteers will have a fantastic and unique uniform – to help beat the elements – volunteers could be outside for long periods of time.

Volunteers certainly won't be disappointed with their roles, but they won't be pitch-side either.

The roles that volunteers perform at RWC 2015 will be different to volunteering in schools rugby. However, it will be the experience of a lifetime and something to tell the grandchildren about.

The vast majority of roles will be within the Spectator Experience and Transport teams working between two and 10 shifts, depending on the venue. We also have roles in Accreditation, Workforce, Press Operations and other areas.

Here is a summary of what roles in our two largest teams will be like:

Spectator Experience

You will be the face of the RWC 2015: welcoming spectators and guests to England 2015.

Predominantly based outside the venue you'll be the friendly face providing directions to visitors from all over the world while creating a memorable and exciting atmosphere.

You will have excellent communication skills; have a strong focus on customer service and, most importantly, a positive, can-do attitude. These roles are based outside so we're looking for volunteers who can brave the English weather!

Transport

As part of the Transport team you will play a key role in helping spectators, players, tournament guests, match officials and media to travel between host cities.

We're not just looking for drivers, although that helps! Transport is a key function of RWC 2015 and we need volunteers who have excellent customer service and hosting skills.

We also require people with strong administration skills in our transport co-ordination centre. Volunteers will manage real-time changes to arrival and departure schedules, ensuring the right drivers are in the right place at the right time.

For any driving roles volunteers will need an appropriate and valid license.

How to Apply

The application period will open on March 17, 2014. As a CSU, once you have decided on your nominated volunteer(s) you will then be able to provide them with the application link/URL and relevant code. The England 2015 team will email the application link/URL and code to all CSUs. There will be specific codes per CSU and these codes should not be put out into the public domain.

Applicants will then have up until 12.00 GMT on April 17, 2014 to apply. However we would encourage applicants to apply as soon as possible.

To complete an online application a valid email address and form of identification (such as a driving license or passport) is required.

The online application will take approximately 20 minutes to complete.

To start, click on the application link/URL provided by England 2015 and enter the following information:

- Code
- Name
- Email address
- Password
- Confirm Email & Password
- Agree to Ts & Cs

Once this information has been completed the applicant should click **Submit**. This will generate an email to their registered email address. The applicant must then click on the link that will be contained within that email.

The applicant will be directed to the main application form where they will be asked for information including;

- Personal details
- Driving skills
- Language skills
- Availability & Preferences

Please note that CSUs can speak to the England 2015 Communications team if they require support on PR opportunities related to volunteering at RWC 2015. Likewise, England 2015 should be notified of any outward facing campaigns prior to launch. The contact at England 2015 for all press related matters is;

David Paull

Press Officer, England 2015 (davidpaull@england2015.com / 020 8831 6700)

Criteria to Become a RWC 2015 Volunteer

Are you interested in becoming a RWC 2015 Volunteer? Please read the below criteria and if you can answer 'Yes' to each of the nine questions then you are ready to apply!

- **Are you proud and passionate about welcoming the world to the 2015 Rugby World Cup?**
We want to welcome the world to Rugby and to England. Everyone is invited.
- **Are you willing to attend one of our Try Outs between June and December 2014?**
A Try Out is visiting every host city – 13 venues in total – and is the name of the volunteer selection roadshow. A Try Out includes a short one-to-one interview to assess your suitability as a volunteer (we may ask for reference and security checks) but also includes an exciting interactive exhibition and the chance for us to take your measurements for that all-important volunteer uniform.
- **Will you be able to attend up to three training sessions in the spring/summer of 2015?**
- **Will you be available to volunteer for up to 10 shifts in September/October 2015?**
- **Do you want to find out more about volunteering at your local Rugby club?**
RWC 2015 is a celebration of Rugby and its unique values, and we want to encourage a lasting legacy of volunteering for the Game in England.
- **Will you be at least 18-years-old on April 1, 2015?**
You will need to be at least 18-years-old by the time you start your training with us.
- **Do you understand English?**
English doesn't need to be your first language but you should be able to read and speak it competently.
- **Do you have the right to volunteer in the UK?**
You must be eligible to work in the UK. If you are from a country outside of the EU you must have the appropriate permissions from UK authorities to take up a role.
- **Can you cover the cost of your own travel?**
Due to the scale of RWC 2015, and the number of volunteers required, it is not possible to reimburse any travel and accommodation costs that you may incur during your period of volunteering.

Volunteer Timeline

Milestone	Timescale
Volunteer Programme Launch	February 12, 2014
Online Application Opens	March 17, 2014
Online Application Closes	April 17, 2014
Try Out Interview Roadshows	June – December 2014
Volunteer Offers Made	January – July 2015
Volunteer Training	April – August 2015
Individual Rosters Published	Summer 2015
Collect Uniforms and Accreditation	Summer 2015
Tournament Time Volunteering	September 18 – October 31, 2015



Try Outs

Applicants who successfully make it through the online application process will be invited to one of our Try Outs.

This is our opportunity to give applicants a first interaction with the Tournament and the chance to find out what life as a volunteer at RWC 2015 would be like.

While the Try Outs provide a platform to create excitement around RWC 2015 for both applicants and the general public, it is also an opportunity for England 2015 to meet every potential volunteer and ensure they have the values and attitude that will work well with the volunteer team.

Welcome

Upon arrival at the Try Out applicants will be greeted in the Welcome Area to ensure they are in the right place at the right time on the right day. Our team will ensure all applicants feel welcome and give them a brief overview of the Try Out journey ensuring each person knows what to expect.

Check-In

Applicants will move through to a check-in area. This gives us an opportunity to verify the applicant's identification documents, ensure the information on their application form is correct and check their right to volunteer in the UK. We will also take a photo for accreditation purposes.

Exhibition

The Try Out exhibition is RWC 2015's opportunity to wow volunteer applicants and remind them why they have applied to join the team.

Applicants will be given the opportunity to learn about Rugby, its Values, the Tournament, other volunteer opportunities and much, much more. It will also be a chance to meet other potential volunteers and think about what they want to ask in the interview.

The exhibition will reassure applicants that the interview is not to catch them out, but an opportunity for them to express their motivations for applying to join the RWC 2015 volunteer team.



Try Outs

Interviews

Applicants will need to demonstrate:

- their ability to speak and read English;
- their willingness to accept the role and venue that is offered;
- their willingness to participate in the training sessions prior to the Tournament;
- a range of personal behaviours and Values reflecting our vision to ensure quality of service.

Uniforms

To add to the excitement of the Try Out experience we will give all applicants an opportunity to put on a sample RWC 2015 volunteer uniform. This will not be the exact RWC 2015 uniform but will enable us to capture everyone's correct sizing so volunteers will be satisfied with the uniform they receive if selected.

Try Out Dates

RWC Venue	Try Out Dates (2014)	Try Out Venue
Wembley Stadium	03 Jun – 17 Jun	TBC
Olympic Stadium	21 Jun – 05 Jul	Score Centre, Leyton
Brighton Community Stadium	09 Jul – 17 Jul	University of Brighton
Sandy Park Stadium	21 Jul – 26 Jul	University of Exeter
Millennium Stadium	30 Jul – 15 Aug	University of Cardiff
Villa Park	20 Aug – 30 Aug	Solihull College
Manchester City Stadium	03 Sep – 13 Sep	Media City UK
Kingsholm Stadium	19 Sep – 25 Sep	GL1 Sports Centre
St James' Park	30 Sep – 11 Oct	TBC
Elland Road	15 Oct – 24 Oct	Leeds Metropolitan University
Leicester City Stadium	29 Oct – 06 Nov	University of Leicester
Stadium MK	11 Nov – 19 Nov	TBC
Twickenham Stadium	25 Nov – 12 Dec	Richmond-Upon-Thames College

Volunteer Interview Programme - VIP

All volunteers for the RWC2015 will be required to attend a Try Out event between June and December 2014, and a key part of this day is the one-to-one interview. This will take 20-25 minutes and will gauge the applicants' knowledge, experience and preferences.

These interviews will be carried out by members of the Volunteer Interviewer Programme, or VIP. These volunteers will be recruited through three main channels:

- Clubs, CBs and societies
- Universities and colleges
- Local Councils and CSPs

This is a National programme that will see us visiting 13 locations in 11 cities. Therefore, we will be working closely with our RFU colleagues to ensure we offer this opportunity to as many people in the Game as possible, and that we provide clear exit routes after the Try Outs have ended.

What process will people go through?

Applications will be made via an online form that will be available from February 12, 2014 for one month. Anyone can apply but we will be working with the RFU to provide information directly to clubs, CBs, societies, colleges and universities.

We will select applicants for telephone interviews. We have decided against face-to-face interviews to reduce travel time and allow people to be interviewed when convenient to them. Interviews will be available during the day, on weekdays and weekends and also in the evening.

Applicants who successfully come through the interview process will then be invited to a training day. We will schedule these to avoid clashes with matches and club training and will hold them in, or close to, the Try Out venues.

Members of the VIP will then be deployed to Try Out venues for their chosen shifts. There is scope to adjust these during the programme if required.

We will stay in touch with people throughout the process and will be working with the Area Delivery Teams to direct people back into the Game at a local level once their involvement with VIP comes to an end, or during the programme should they be unable to continue for any reason.

Volunteer Interview Programme - VIP

Why should people get involved?

- This is a chance to get involved directly with RWC 2015. Interviewers will get the opportunity to shape the Tournament.
- Each member of the VIP will get full interview training; an extremely valuable skill to possess.
- Volunteers will be required to commit to between three and six five-hour shifts over the course of the VIP – not an enormous amount of time to make a positive impact and say “I was there”.

Who is this for?

- Aged 18 or over on May 1, 2014
- Able to commit to an interview, training event and a designated number of shifts (3-6 depending on venue)
- People with experience of Rugby
- People with experience of dealing with members of the public in a customer-facing role or those who are willing to learn these skills
- People who recognise the Values of; Teamwork, Enjoyment, Respect, Discipline and Sportsmanship
- People who act a role model to others through their dedication to the Game in their community

Questions and Answers: Volunteer Allocation

Can school members also apply through the general public application process?

Details of the application process for those who are not members of the Rugby community will be published shortly. CSUs should encourage members to work with them on the nomination process being run by the CSU. Members will, however, be able to apply through the general public campaign which launches on February 12. Full details will be available on www.rugbyworldcup.com.

Will the Welsh Rugby Union have any volunteers?

Yes. There are eight RWC 2015 matches at Millennium Stadium, Cardiff therefore we want Welsh Rugby clubs and volunteers to be involved too.

If another CSU does not take up their volunteer allocation, could my CSU be granted extra places?

If there is a shortfall from some CSUs, we will not be reallocating these places to other CSUs. We will either choose to reallocate from a pool of Subs or general public applicants.

My CSU has been offered six volunteer nominations, but only five people want to volunteer. What should we do?

That's fine.

In the unlikely event that a nominated candidate does not make it through the selection process, or they are not able to volunteer come Tournament time, ER2015 will simply select another candidate from the pool of Subs.

Questions and Answers: Volunteer Roles

What Rugby World Cup 2015 volunteer roles can I apply for?

There are a variety of volunteer roles, the vast majority of which will help ensure all spectators have an exceptional match day experience at Rugby World Cup 2015.

Each of the 13 host venues will need volunteers en route from the transport hub(s) to the stadium, at the stadium and in adjacent car parks to assist spectators in reaching the venue safely, as well as helping create an amazing match day atmosphere.

Volunteers will also be needed to drive our fleet of cars and support car park operations.

Host cities will also require a number of volunteers to work within their dedicated Fanzones. In some cities there may be some additional city-based volunteers managed by the local authority.

When will volunteer training take place?

We are expecting to hold a workforce kick-off event in the spring of 2015, followed by specific role training during the summer of 2015.

Venue training will take place just prior to the Tournament. More details will be published later, but you will be expected to travel to attend your appointed training session.

When will the volunteer roles start?

Most volunteers will be required to work either on match days or one day prior to a match day. The exact start time will depend on which venue each volunteer has been assigned to.

We will be providing each volunteer with a personalised roster a few months before the start of the Tournament.

There may be a small number of roles that will commence a number of weeks in advance of the Tournament. This availability will be captured at the application stage.

How many shifts will volunteers need to work?

We anticipate most volunteers will be asked to work between two and 10 shifts, although some roles may be needed for longer. Volunteers, in most cases, should be available to cover all match dates at their allocated venue. This will be communicated at the point of application.



Questions and Answers: Application and Try Outs

I do not have a computer, how do I apply?

Unfortunately RWC 2015 volunteer applications can only be processed online.

Not to miss out on this fantastic opportunity we suggest asking a friend to assist you or attending your local library to complete your application.

Can I apply to volunteer at a venue of my choice?

If you are a successful applicant you will be assigned, where possible, to the venue which is closest to you. This may not be possible in every case but if you are an applicant via a Rugby club we will let you know at the time of applying which match venue you will be assigned to. We will also ask you to select a second venue of preference in case we cannot assign you to your nearest venue.

If I cannot make the dates of my local Try Out, will I be able to attend a different one?

You will be able to select a date and time to attend the Try Out at your nearest host city.

If you cannot make any of the available dates, please contact the Workforce Hub and they will assist you. Contact details will be published in the volunteer portal.

When will I find out if I have been successful?

We will start to make offers to volunteers by early 2015.

Questions and Answers: Tournament Time

Will any travel and/or accommodation expenses be reimbursed?

Due to the scale of RWC 2015 and the number of volunteers required it is not possible to reimburse any travel and accommodation costs that you may incur during your period of volunteering.

Will volunteers be able to park at the venues?

Parking availability for volunteers at the venues will be confirmed closer to the Tournament.

Will volunteers be fed?

During your shift we will provide refreshments and if your shift is over a certain length we will also provide food.

Will uniforms be provided?

A uniform will be provided, which will be yours to keep after the tournament.

Will volunteers get access to buy tickets?

Volunteers will need to apply for tickets at the same time as other members of the public. No preferential access will be made available.

If volunteers are successful in applying for tickets, can they watch the matches during their shift?

You will only be able to watch matches if you are not scheduled to work a shift at that time. It is unlikely that your shift times will be able to be changed to enable you to watch a match.



Web Copy

Be Part of Rugby World Cup 2015!

Rugby World Cup (RWC) 2015 takes place in 10 host cities in England plus Cardiff from September 18 to October 31, 2015.

England 2015 is looking for 6,000 exceptional volunteers to help stage RWC 2015 and make this a truly great tournament.

As part of the Volunteer Programme England 2015 want to recognise the Rugby community who volunteer to support the Game week in, week out.

England 2015 also wants to invite new potential players, volunteers and spectators to the Game, and promote legacy and involvement in the sport after RWC 2015 has finished.

Given the strength and depth of volunteering in the Rugby community it is important to recognise the contribution of existing volunteers by ensuring that 75% of the 6,000 roles go to them.

The Volunteer Programme is designed to reward the abundance of hard work at Rugby grassroots level. In this spirit, **every** County Schools Union in England will be offered at least six schools volunteer places at RWC 2015. You could be one of them!

We are looking for volunteers who are ready to roll their sleeves up, get stuck in and potentially get wet!

Volunteering at RWC 2015 will be different to what many rugby volunteers are used to. It won't be the same as the role you might currently perform at your school, but it will be the experience of a lifetime and something to tell the grandchildren about.

You will be the face of the RWC 2015, welcoming the world to England and to Rugby. Everyone is invited.

The application period will begin on March 17, 2014 and remain open for one month.

Get in touch with.....to find out how you could volunteer at RWC 2015.



England 2015™