

EUROCHAMPS27 – EXPLORE THE VOLUNTEER ROLES AVAILABLE

CLIENT SERVICES

Hockey ID – Support the delivery of Hockey ID assist with check-in, help teams and officials, manage field of play and work with the venue team to keep functional areas running smoothly and safely (this will be at Hockey ID Venue and Twickenham Stoop only).

Hockey Maker Operations – Be the friendly face of the Hockey Maker experience - welcome volunteers on arrival, answer questions and support smooth check-in/check-out. You'll also help team leaders with welfare, making sure everyone feels supported and ready to deliver.

Hosting Services – Deliver a standout welcome for Hospitality and VIP guests in our hospitality spaces. From check-in to supporting the caterer and answering queries, you'll provide friendly, professional service that makes the day feel special.

Media Services – Support accredited media from the moment they arrive - answer queries, help with smooth check-in/check-out and keep things running for photographers and journalists in the media centre. You'll also support EuroHockey, England Hockey and overseas journalists and photographers.

Retail – Help fans take home a piece of EuroChamps27 - support merchandise sales, manage stock and deliver excellent customer service in a fast-paced retail environment.

Spectator Services – Deliver a first-class welcome to our biggest client group - spectators. You'll answer queries, support smooth entry and exit, and help team leaders across roles including ticket scanning, information points and managing spectator activations.

Sports Presentation – Bring the atmosphere - entertain spectators with fun, engaging activities. You'll support half-time activations on and off the pitch, look after the mascots and help manage other spectator initiatives.

OPERATIONS

Accreditation Services – Be at the heart of the action on the Accreditation Desk - approve, print and process passes and solve problems for every client group at EuroChamps27. It's fast-paced, people-focused and a brilliant way to meet everyone who makes the event happen.

Admin Support – Keep the event running smoothly behind the scenes - support schedules, admin tasks and team communications, helping functional areas stay organised, informed and ready for game time.

Event Control – Be the central hub of the venue - liaise with all Hockey Maker teams and event client groups, keeping everyone connected and informed. Strong communication, use

of radios and confident decision-making are essential as you help the day run safely and smoothly.

Logistics – Bring the event to life - support the logistical build from bump-in to bump-out, plus the day-to-day set-up that keeps everything in the right place. It can be more hands-on and technical, but training is provided; previous experience is a bonus, not a must. A role that requires moving of equipment and manual handling.

Transport – Keep key people moving - support the safe, on-time transport of officials, umpires and essential personnel to and from the venue. A valid driving licence, confident driving experience, great time management and calm problem-solving are required.

SPORT

Athlete Services – Work directly with Team Managers to share key updates and gather the info that keeps squads on track. You'll help manage changing rooms and make sure recovery support (including ice baths) is ready when athletes need it most.

Ball Patrol Team Lead – Lead, train and deliver a smooth Ball Patrol operation that keeps matches flowing. Experience is preferred for the lead role, but if you're keen to support the leadership team, learn the ropes and build a new event skillset, we'd love to hear from you.

Field of Play – Own the match-day stage - oversee the field of play, from pitch watering to team benches to the pre-match protocol.

Team Liaison Officer – Be the go-to contact for a competing team - support their schedule, chaperone them to and from the venue (and training venues) and help with team-specific requirements, ensuring they feel welcomed and looked after throughout the event.