



UEFA
EURO2024
GERMANY

**VOLUNTEER
POSITIONS | ROLES
DESCRIPTIONS**

Qualifying Draw



ACCESS MANAGEMENT

The Access Volunteers will play an integral role in the on-site implementation of a safe and secure environment by working with the on-site security team to validate entry processes. In turn, the volunteers will be responsible for troubleshooting in key UEFA competence centres of the venue and will provide general wayfinding information to all target groups to ensure a smooth and timely ingress and egress of the venue.

Location: Messe Frankfurt

ACCREDITATION

For many people, Accreditation Volunteers will be the first point of contact, so these volunteers will play a vital role in terms of conveying a good first impression of the event. It is therefore of the highest importance that Accreditation Volunteers provide an excellent service and make the delivery of accreditation passes as smooth and efficient as possible.

Location: Messe Frankfurt

EVENT LOGISTICS

Event Logistics is dedicated to the set-up and pack-up of the Draw venue and will be the first and last team on-site. Warehouse Volunteers will need to assist the Venue Warehouse Manager in the preparation, organisation and delivery of a range of materials across the draw venue and to other key areas.

Location: Messe Frankfurt

EVENT TRANSPORT - AIRPORT

Airport Welcome Services Volunteers are the first point of contact for UEFA guests travelling to the event, as they meet and welcome guests at their arrival terminal. These volunteers are responsible for managing the arrivals of all UEFA guests landing at the host city's airport, arranging and coordinating local transport, and liaising with drivers and other service providers on-site. This position requires highly energetic and customer-oriented volunteers in order to ensure that the needs of UEFA guests are met in a smooth, effective and professional manner.

Location: Airport

EVENT TRANSPORT - DRIVER

Volunteer Drivers contribute to a smooth-running transportation system by driving guests in a safe, professional and friendly manner and by being aware of leaving a first and last impression of the event.

Location: Fleet Compound + on the road

EVENT TRANSPORT - FLEET

The Fleet Volunteers will support the daily smooth running of Fleet Compound operations. They will play a key role in ensuring that plans for the following days are properly established and fleet vehicles are ready, confirming shifts and ensuring that daily checks are carried out on vehicles. They will also play a key role in supporting the management of transport services in the host city.

Driver Coordinator Volunteers will support the management of the pool of drivers to ensure the availability of drivers.

Venue Transport Volunteers will support the Event Transport team during the event by managing transport services at hotels and the draw venue. They will play a key role by checking the availability of transport facilities, supporting the management of resources and directing guests to the appropriate loading zone and/or vehicle.

Location: Fleet Compound + Hotels

GUEST MANAGEMENT & PROTOCOL

The VIPS Ticketing Volunteers will support the VIP ticketing operations, ensuring that all tickets are fulfilled and distributed according to the procedures in place.

The VIPS Venue Volunteers will support the Guest Management and Protocol team in guest flow management and provide directional assistance to UEFA VIP programme guests.

Location: Messe Frankfurt + Hotels

MEDIA OPERATIONS & SERVICES

The Media Services Volunteers will be the first point of contact for media representatives, welcoming them and providing them with event-specific information and access devices. The volunteers must provide excellent customer service, by guiding the media representatives in finding their working areas and by supporting them in their main objective of covering an UEFA event.

Location: Messe Frankfurt

SOCIAL RESPONSIBILITY

Social Responsibility Volunteers will provide assistance to disabled guests and raise awareness among guests, staff and volunteers.

Location: Messe Frankfurt

STAGE OPERATIONS

Stage Operations Volunteers assist the Stage Operations team in preparing and conducting the draw rehearsals.

Location: Messe Frankfurt

VENUE LOGISTICS

The Venue Logistics Volunteers will assist the Venue Management and Logistics teams in setting up and managing the venue offices and facilities, turning the draw venue into a working venue. Assisting closely the Venue Management and Project Management, the volunteers are responsible for creating an environment that allows all draw venue-based staff to carry out their tasks as efficiently as possible.

Location: Messe Frankfurt

VOLUNTEER MANAGEMENT

The Volunteer Management Volunteers will assist the Local Volunteer Management team with various operational, administrative, logistical and activity-related tasks at the Volunteer Centre.

The ACE Volunteers will assist all project teams in the event of last-minute requests for additional volunteers or a need to replace a no-show or a drop-out.

Location: Messe Frankfurt



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