

Volunteer Invitation

FIDE World Rapid Team Championship 2023



1. Introduction

In order to deliver the inaugural FIDE World Rapid Teams Championship 2023 (WRTC) at the highest international standard, a number of volunteers will be involved in the delivery of the client-facing services at the event. The volunteers will help build the friendly and vibrant atmosphere at the event and also to maximise the level of interaction and attention that the organisers can give to the participants and guests.

The volunteers get an opportunity:

- To become the ambassadors of their favourite sport for the local community
- To support the delivery of the World Championship
- To see their favourite chess players in action
- To learn from the international event experts
- To have fun and enjoy time with likeminded team

2. Requirements

Below are the common requirements for all the volunteers who would be involved in WRTC, the roles that the volunteers will be expected to take and the required numbers per role.

Dates of the event:

26-28 August 2023

Shift hours:

26 August from 11:30 until 20:30

27 and 28 August from 12:30 until 20:30

General requirements (apply to all volunteers)

- a. Positive attitude
- b. Reliable and proactive
- c. Good command of the English language, additional languages would be a plus (for example Hindi, Chinese, Russian)
- d. Previous volunteering experience and/or being a chess fan preferred

- e. Available on all three days as per the shift hours and for a 2-hour training before the start of the event

3. Roles and required numbers

#	Role	Description	Requirement
1	Team Leader	<ul style="list-style-type: none"> - Leads a group of up to 12 volunteers - Controls presence, deployment, rotation of his/her team - Provides post instructions to his/her team - Acts as the point of escalation for any issues identified by the volunteers - Runs daily briefings and debriefs for their team 	3 (1 - Visitor Services; 1 – Sport; 1 – Info desks and Media)
2	Participant Services Volunteers	<ul style="list-style-type: none"> - Works in the participants areas (excluding the playing hall) and the transition areas between the playing hall and the entrances to the lounges, - Support the opening and closing ceremonies - Helps to prepare the participant areas for the day and between the rounds - Meets&greet participants, helps them find the playing hall entrance, lounges and other points of interest - Provides communication support to security at the playing hall entrances - Helps with access control to lounges - Works at the mobile device collection point (collects and returns the devices to participants) - Assists match officials and FIDE Operations team with any additional requests 	9 (including 2 contingency roles)
3	Visitor Services	<ul style="list-style-type: none"> - Helps to prepare the Front of House (FOH) spaces for the day - Meets&greet spectators, helps them navigate in the FOH to find their seats/WC/viewing area - Support the security personnel at access control points with communication - Checks invitation emails to ensure correct seating in the fan zone - Helps to invite the passers-by to observe the event if required - Works at the mobile device collection point (collects and returns the devices to spectators) 	10

		- Works with FIDE operations managers on additional tasks as requested	
4	Media Centre Volunteer	<ul style="list-style-type: none"> - Helps to prepare and change the setup of the media centre - Meets representatives of press, shows them how to get to the media centre - Gives microphones to journalists during the press conferences if required - Helps the security guard at the access control point to the media centre - Helps at the flash interview zone - Works with FIDE Press manager on additional tasks as required 	2 (1 in the media centre, 1 at the flash interview zone)
5	Infodesk	<ul style="list-style-type: none"> - Distribution of accreditation badges to the accredited guests (infodesk in the sports area); - Provides detailed information support to the guests - Explains the rules of the event, the schedule of the games, current standings, areas and services in the building, helps access online information sources 	4 (2 per info desk)
Total number of volunteers per shift			28

4. Services and recognition

- a. The volunteers will take part in a comprehensive induction training, including detailed post instructions
- b. Every volunteer will get a uniform t-shirt with event branding
- c. There will be a light snack provided by the organisers once per shift
- d. Every volunteer will get a letter of appreciation at the end of the event (electronic or printed) – subject to the quality of their work
- e. **Please note:** There will be no transport or accommodation services for the volunteers

We are looking forward to welcoming the new members of the operations team!