



**FAW  
TRUST**

**YMDDIRIEDOLAETH  
CBDC**



Please read through the volunteer roles below and if interested, fill out an application form and send to [volunteering@faw.co.uk](mailto:volunteering@faw.co.uk)

<b>Role title</b>	Team Guide
<b>Purpose of the role</b>	As a team guide, you will be assigned to one of the teams taking part in the Homeless World Cup tournament. You will assist your designated team while they are in Cardiff and ensure they have the most positive experience possible.
<b>What you will be doing</b>	<ul style="list-style-type: none"> <li>• Be the first point of contact for teams arriving in Cardiff for the Homeless World Cup tournament. This may be at airports, train stations or the accommodation venue</li> <li>• Answering venue and event queries which will include information on the event schedule, results, laundry services, accommodation and meals</li> <li>• Directing and guiding the team to the tournament venue, accommodation, social areas</li> <li>• Assisting the team with any specific requests and direct to the relevant teams/support workers as required</li> <li>• Be an ambassador for Cardiff (and Wales) and show your team key City attractions when on a break from the tournament</li> <li>• Providing a friendly welcome that represents Cardiff and Wales!</li> </ul>
<b>Skills and qualities</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Good communication and listening skills</li> <li>• Keep calm under pressure and when dealing with difficult requests or changing situations</li> <li>• Be flexible and able to adapt</li> <li>• Be organised and solve problems as they arise</li> <li>• Have a positive, non-judgemental and sensitive approach to your role</li> <li>• Have effective team work skills</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Cardiff but a willingness to learn is more important as we can tell you what you need to know!</li> <li>• Additional languages. In particular, Welsh, French, Spanish, Portuguese</li> </ul>
<b>When and where</b>	<ul style="list-style-type: none"> <li>• Cardiff City Centre – various locations</li> <li>• 26th July – 3rd August</li> <li>• 10am – 8pm</li> <li>• Minimum 5 days commitment</li> </ul>
<b>Support offered</b>	<ul style="list-style-type: none"> <li>• Training</li> <li>• Team leader support</li> <li>• Expenses covered</li> <li>• All meals provided while on shift</li> <li>• Uniform</li> <li>• Recognition gifts</li> </ul>



<b>Role title</b>	Accreditation Assistant
<b>Purpose of the role</b>	Accreditation is the process that registers and identifies all persons involved in the staging of the Homeless World Cup. The accreditation pass is necessary to manage the large numbers of people participating and working at each venue. The pass ensures an individual has access to the areas where they are required to perform their role.
<b>What you will be doing</b>	<ul style="list-style-type: none"><li>• Registering players, employees, volunteers and everyone else with an operational role at Homeless World Cup</li><li>• Producing and distributing accreditation passes</li><li>• Ensure accreditation zones on all sites are clearly identified</li><li>• Assisting with the management of accreditation centres during the tournament.</li><li>• Amend and update any accreditation passes depending on access requirements and requests</li></ul>
<b>Skills and qualities</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"><li>• Good communication and listening skills</li><li>• Keep calm under pressure and when dealing with difficult requests or changing situations</li><li>• Be flexible and able to adapt</li><li>• Be organised and solve problems as they arise</li><li>• Have a positive, non-judgemental and sensitive approach to your role</li><li>• Have effective team work skills</li><li>• Experience of working with computers is essential</li></ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"><li>• Additional languages. In particular, Welsh, French, Spanish, Portuguese</li></ul>
<b>When and where</b>	<ul style="list-style-type: none"><li>• Cardiff City Centre – various locations</li><li>• 25th July – 3rd August</li><li>• Shifts will fall between 8am – 8pm</li><li>• Minimum 4 days commitment</li></ul>
<b>Support offered</b>	<ul style="list-style-type: none"><li>• Training</li><li>• Team leader support</li><li>• Expenses covered</li><li>• All meals provided while on shift</li><li>• Uniform</li><li>• Recognition gifts</li></ul>



<b>Role title</b>	Guest Services Assistant
<b>Purpose of the role</b>	As a guest services assistant you will be the first point of contact for our ambassadors and high-profile guests who will attend the event. You will provide a warm welcome and ensure their experience of the event is a positive one.
<b>What you will be doing</b>	<ul style="list-style-type: none"> <li>• Be the first point of contact and a friendly face that represents the Homeless World Cup and Cardiff</li> <li>• Answering venue and event queries such as tournament schedule, results and other events that are happening throughout the week</li> <li>• Directing and hosting guests during the event</li> <li>• Working with the rest of the Homeless World Cup volunteers to ensure players and visitors get a truly memorable experience</li> </ul>
<b>Skills and qualities</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Good communication and listening skills</li> <li>• Keep calm under pressure and when dealing with difficult requests or changing situations</li> <li>• Be flexible and able to adapt</li> <li>• Be organised and solve problems as they arise</li> <li>• Have a positive, non-judgemental and sensitive approach to your role</li> <li>• Have effective team work skills</li> <li>• Experience of working with computers is essential</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Additional languages. In particular, Welsh, French, Spanish, Portuguese</li> </ul>
<b>When and where</b>	<ul style="list-style-type: none"> <li>• Cardiff City Centre – various locations</li> <li>• 27th July – 3rd August</li> <li>• Shifts will fall between 8am – 8pm</li> <li>• Minimum 4 days commitment</li> </ul>
<b>Support offered</b>	<ul style="list-style-type: none"> <li>• Training</li> <li>• Team leader support</li> <li>• Expenses covered</li> <li>• All meals provided while on shift</li> <li>• Uniform</li> <li>• Recognition gifts</li> </ul>



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<b>Role title</b>	Information Assistant
<b>Purpose of the role</b>	As an information assistant, you will be the face of the Homeless World Cup for visitors and players who attend the event at both the tournament and accommodation locations. You will answer queries and direct people to the appropriate department who can help.
<b>What you will be doing</b>	<ul style="list-style-type: none"><li>• Be a friendly face that represents Cardiff</li><li>• Answering venue and event queries including event schedule, results, laundry services and information about accommodation and meals for players</li><li>• Providing way finding information to and from the venue and accommodation</li><li>• Provide local knowledge on what's on in Cardiff during the event for example, places to visit, eat and spend time</li><li>• Working with the rest of the Homeless World Cup volunteers to ensure players and visitors get a truly memorable experience</li><li>• Selling programmes and merchandise</li></ul>
<b>Skills and qualities</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"><li>• Good communication and listening skills</li><li>• Keep calm under pressure and when dealing with difficult requests or changing situations</li><li>• Be flexible and able to adapt</li><li>• Be organised and solve problems as they arise</li><li>• Have a positive, non-judgemental and sensitive approach to your role</li><li>• Have effective team work skills</li><li>• Experience of working with computers is essential</li></ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"><li>• Additional languages. In particular, Welsh, French, Spanish, Portuguese</li></ul>
<b>When and where</b>	<ul style="list-style-type: none"><li>• Cardiff City Centre – various locations</li><li>• 26th July – 3rd August</li><li>• Shifts will fall between 8am – 8pm</li><li>• Minimum 4 days commitment</li></ul>
<b>Support offered</b>	<ul style="list-style-type: none"><li>• Training</li><li>• Team leader support</li><li>• Expenses covered</li><li>• All meals provided while on shift</li><li>• Uniform</li><li>• Recognition gifts</li></ul>



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<b>Role title</b>	Registration Assistant
<b>Purpose of the role</b>	Registration Assistants will be in close contact with players and team managers and form part of the key support network for the tournament.
<b>What you will be doing</b>	<ul style="list-style-type: none"><li>• Supporting the registration of teams prior to games</li><li>• Checking that all players are cleared to play and reporting to the Registration Manager and Head of Sports where teams have insufficient or ineligible players for the day's play.</li><li>• Provide a key role in the communication of information to/from the Team Managers during the tournament</li><li>• Ensuring that the tournament runs on time and in a professional manner.</li></ul>
<b>Skills and qualities</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"><li>• Good communication and listening skills</li><li>• Keep calm under pressure and when dealing with difficult requests or changing situations</li><li>• Be flexible and able to adapt</li><li>• Be organised and solve problems as they arise</li><li>• Have a positive, non-judgemental and sensitive approach to your role</li><li>• Have effective team work skills</li><li>• Experience of working with computers is essential</li></ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"><li>• Additional languages. In particular, Welsh, French, Spanish, Portuguese</li></ul>
<b>When and where</b>	<ul style="list-style-type: none"><li>• Cardiff City Centre – Bute Park</li><li>• 27th July – 3rd August</li><li>• Shifts will fall between 8am – 8pm</li><li>• Minimum 5 days commitment</li></ul>
<b>Support offered</b>	<ul style="list-style-type: none"><li>• Training</li><li>• Team leader support</li><li>• Expenses covered</li><li>• All meals provided while on shift</li><li>• Uniform</li><li>• Recognition gifts</li></ul>