

# Volunteer Program Departments

The description of these departments will allow you to have general information of the Volunteer Program missions. Thus, you will be able to express your first wishes as part of your application as Volunteers on the FIFA Women's World Cup, France 2019. An interview with the Volunteer Program teams will allow you to refine your wishes, according to your motivations and your availability.

## Accreditation

Accreditations are passes that provide access to official tournament sites. The Accreditation team provides people with a role in the organization (media, officials, suppliers, sponsors, volunteers, players, referees ...) access to areas that correspond to their missions.

Volunteers will be the first point of contact for these people upon arrival at the site and will give each person their personal accreditation.

## Spectator Services

The Volunteers of this department are the first point of contact for national and international spectators who will go to the matches. They will welcome, inform, guide, assist and accompany the fans throughout their journey in the stadium: From the verification of the ticket at the outer perimeter to the placement at their seat in the stands and also at the turnstiles.

## Ticketing

Many Spectators are expected for this competition! The ticketing service must contribute to the popular, festive and family spirit of the competition. The Volunteers of the Ticketing team are actively involved in the on-site operational activities: Accompaniment of the public at the entrances, the access control and in the delivery places of the tickets, delivery of the invitations, management of the replacements in the tribunes.

## Marketing

The Marketing Department brings together a wide variety of missions!

Entertainment programs are in place in all stadiums & Volunteers will help set them up to create a festive atmosphere and provide an unforgettable experience for fans. At the Opening match and the Final, the Volunteers will help set up Ceremonies.

Also, missions related to the activities of the sponsors (Animations around the stadium, accompaniment of the youth programs ...) will be done by the Volunteers.

Finally, the Marketing department will also rely on volunteers to help in the smooth running of the Concessions organization in the stadium.

## Impact and Legacy

Beyond the sporting side of the event, the Impact and Legacy project aims to create a local success. In the stadiums, there are 3 main steps for which the volunteers will have an important role:



- Eco-responsibility: make our organization a socially and environmentally respectful event with respect for the 15 eco-responsible commitments of the Ministry of Sports
- Accessibility: allow the different public to attend our event with special attention for people with disabilities
- The Heritage: participate in the promotion of diversity within our organization but also on the sport field

## Logistics

The logistics team helps to move the stadium from its classic configuration to a configuration that meets the organizing standards of a Women's World Cup. There are several volunteers missions within this department: Help the teams to provide the daily services essential to the assembly and disassembly of the venue, organisation of spaces, coordination of deliveries, management of the logistics entry point of the stadium, delivery of uniforms ...

## Media and broadcast

Media coverage around the event will be international! To ensure that it is running smoothly, each stadium will have its own facilities related to the media activities that will take place there: media center, media stand, press conference room, mixed zone, photographers' positions & broadcast area. In order to create the best conditions for journalists, photographers and broadcasters, volunteers will be their first point of contact and will play a very important role in all activities related to them.

## Match Organization

At the heart of the competition, the Volunteers of the Match organisation department will have various missions which will go from the preparation of each match (official training sessions, competition zone, dressing rooms ...) in connection with the Match organisation manager and the FIFA General Coordinator, up to the assistance of the smooth running of the anti-doping control of the players.

## Protocol

The volunteer teams in this department are responsible for participating in the organizational preparations and contributing to the general activities aimed to ensure the best possible experience for VIPs expected at this competition.

## Information & Communication Technology

This department provides all IT services and telecommunication services for the competition. It gathers together the design, implementation, operation and maintenance of IT services. In order to provide an optimal working environment for staff, broadcasters and media, we will need a reliable and extensive telecommunications network. The role of volunteers will be to participate in the deployment of this network and hardware, as well as to support users.

## Volunteer Management

At the heart of the success of the Volunteer Program, this team will guarantee an exceptional experience for volunteers by ensuring that all stages of their adventure at the World Cup are going at best: setting up training sessions, management and animation of the Volunteer Center, daily coordination and information of the volunteers, distribution of the uniforms, management of the schedules ...

## Technical Services

The Technical Services department manages the planning, provision and implementation of temporary services and infrastructure required by other departments of the organization. The idea is to adapt existing structures to the requirements of an international sporting event, including the following sub-projects: Electricity and water supply, temperature control, waste management and management of technical aspects for the sound system, giant screens. Volunteers will participate in all these activities.

## Event transportation

Whether on or off match days, many transport services (arrivals & departures of the media, VIP, teams ...) will be in action in the stadiums and official sites (hotels / train stations / airports). Transport department volunteers will have an important role to play in the planning, coordination and operational management of these services.

## Hospitality Services

The hospitality department is in charge of receiving, in a user-friendly environment, companies that have chosen a service within the stadium. Volunteers will assist the hospitality team to prepare the reception areas, to welcome the guests, to guide them but also to distribute the gifts and manage the catering.