



# UEFA EURO 2020

## Host City Volunteer Programme

### What is a Volkswagen Mobility Maker?

Host City Volunteers will be known as Volkswagen Mobility Makers and will be at the heart of the city's celebrations in Glasgow and will be the friendly face of the tournament ensuring that spectators, visitors and our communities have the best possible experience in Glasgow during the UEFA EURO 2020 Tournament.

Volkswagen Mobility Makers will interact with spectators in the Fan Zones, Glasgow City Centre, along the walking routes to Hampden Park and at selected Scottish Airports. Volunteering opportunities will provide added value to the overall spectator experience by delivering our famous warm welcome.

We are looking for enthusiastic, positive and outgoing volunteers who will provide local knowledge on what's on in Glasgow during the Tournament.

### What is UEFA EURO 2020?

The UEFA European Football Championship celebrates its 60th anniversary in 2020 and UEFA EURO 2020 will have a unique flavour to mark the occasion. For the first time in the competition's history, 12 nations will host the Tournament in summer 2020, making this the biggest EURO yet. A record number of ticket sales are expected as EURO 2020 will be the most accessible tournament to date, offering more fans than ever before the chance to be part of this special competition. All 55 member nations will be taking part in the competition to decide which teams will secure the 24 places in the final. 11 June 2021 is

the first EURO 2020 match to be played in Rome and the final is on 11 July 2021 in London.

Glasgow is one of 12 cities that will host UEFA EURO 2020, with Hampden Park having been selected as one of the host venues for three group games and a round of 16 match. This is a unique opportunity for Glasgow and Scotland to host the best of football and celebrate with the whole country with a city wide programme of activity for the duration of the Tournament.

For more information on UEFA EURO 2020 visit [euro2020.com](https://euro2020.com)

### Why should I volunteer?

Becoming a Volkswagen Mobility Maker is a fantastic opportunity to be part of a major sporting event and be part of a friendly and dynamic team. Volunteering is a great way to meet new people, challenge yourself in exciting new environments and give something back to your city or local area. You may wish to gain confidence or learn new skills, or maybe you want to make your CV stand out a bit more. Whatever you hope to gain, volunteering is one of the most rewarding things you can do.

### Who can apply to be a Volkswagen Mobility Maker?

In order to volunteer with us you must be able to speak and read English (although English does not have to be your first language) or communicate in British Sign Language.

You must be over 16 years at the time of the Tournament (as of 1 April 2021).

You must be eligible to volunteer in the UK. If you are a UK citizen, an EU citizen, are seeking asylum or have the right to remain in the UK then you are eligible to volunteer. If none of these apply, please seek further information from the UK Visas and Immigration department here <https://www.gov.uk/browse/visas-immigration>

You must be available between the dates 11 June – 11 July 2021 and be able to complete a minimum of 8 shifts during this period.

## Do I need experience of volunteering?

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Absolutely not, we welcome anyone with a passion and enthusiasm for the event who wishes to be engaged with the city and part of the festival atmosphere.

## Is there a minimum age to volunteer?

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In order to be a Volkswagen Mobility Maker you must be 16 years or older at the time of the Tournament and before undertaking any volunteer activities. So you must be 16 years as of 1 April 2021.

## What roles are available?

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Volkswagen Mobility Makers will all be part of Host City Volunteer Programme, supporting the activities and activations in the key Host City areas with the role centred on Spectator Experience.

Volunteers will provide directional information and general information on the Tournament to fans and spectators and provide local knowledge on what's on in Glasgow during the event. Volunteers will manage static information points in key areas and also undertake a roaming role within the city centre. Volunteers will not be dedicated to a specific geographical area and will support all operations of the Host City, such as artist liaison, sport zone assistant, programme assistant, providing a varied and interesting experience to volunteers.

## Where are volunteer Skills Match Sessions taking place and do I need to attend?

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Applications will be reviewed once the application window closes and candidates invited to attend a Skills Match Session.

If you are invited to a Skills Match Session it is important to attend as this is an opportunity to find out more about the Tournament, the Host City activities and the role and for us to find out about your skills, interests and experience. There will also be key pieces of information gathered at the sessions which will be required if you are confirmed in a role. Failure to undertake a Skills Match Session will prevent us from progressing with your application to volunteer and may result in your application being withdrawn.

For those living more than 2 hours travel to Glasgow, we will provide information on options to complete this stage remotely.

We will review the format of the Skills Match Session in line with current Government advice on social distancing and will ensure to host these sessions safely. If you have any concerns when invited to a session please contact the team to discuss options available.

## How much time should I expect to volunteer for?

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Shifts will vary from 4 hours to 7 hours depending on location and day. We ask all volunteers to undertake an average of 8 shifts throughout the Tournament.

## Are there any language requirements?

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In order to volunteer with us you must be able to speak and read English (although English does not have to be your first language) or communicate in British Sign Language.

## Where are the Volkswagen Mobility Makers based?

Volkswagen Mobility Makers will be in and around Glasgow city centre, as well as the 3 main airports in the Central Belt and along the walking route to Hampden Park.

## Will travel expenses be provided?

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Volunteers will be provided with free transport when travelling to and from shifts for the duration of the competition within a defined geographical distance of the city centre. Travel assistance will also be provided for those attending training. Full details will be available closer to the event.

## What support can you provide?

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We are committed to supporting a diverse range of participants and ensuring that everybody has equal access to the Volkswagen Mobility Makers programme. To help support our commitment we will consider reimbursing costs incurred as a result of volunteering such as carer costs or childcare.

The application form has a dedicated section where you can let us know if you foresee a financial barrier to volunteering due to incurred costs over and above travel to shifts which we can discuss further at the Skills Match session. If you wish to find out more information on this fund please contact us by calling

**0141 287 2020** or emailing

**[HostCityVolunteers@UEFAEuro2020Glasgow.co.uk](mailto:HostCityVolunteers@UEFAEuro2020Glasgow.co.uk)**

## As a volunteer, what will I receive?

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You will be provided with a unique Volkswagen Mobility Makers uniform which is yours to wear with pride throughout the Tournament and keep as a memento of your experience. Please check the size guide when submitting your application to help you indicate the correct size.

During your shift you will be provided food and beverages to sustain your energy!

You will receive training to help you feel confident and comfortable carrying out your role, information on the Tournament and venue information based on where you are located.

## Will accommodation be provided to volunteers?

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We will not provide accommodation for volunteers and if this is required you should make your own arrangements. There is a small support pot available to support with financial barriers you may face and you are welcome to apply for support via this, but there is no guarantee of a successful application.

## What training will I receive?

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All Volkswagen Mobility Makers will be given the training and tools required to successfully and confidently carry out their role, including information on the Tournament, venue information and soft skills around customer service and talking to members of the public. Training will be a combination of online and face to face training which will take place in April / May 2021.

## I have volunteered before, do I need to attend training?

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Yes, training will be specific to the UEFA EURO 2020 Tournament and Glasgow Host City activities. You will receive invaluable information that will help you carry out your role.

## Will I be able to watch the matches?

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Volkswagen Mobility Makers will be on shift during the matches, carrying out their role in welcoming visitors to Glasgow. You may be able to watch the matches on screen during your breaks.

## Will I get free tickets to the matches?

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UEFA is responsible for selling tickets and there is no free allocation of tickets given to volunteers. If you would like to purchase a ticket you would need to apply for tickets in the same way as general public.

## What if I get a ticket to watch the match on the same day as I have a shift scheduled?

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That's great, we are pleased you are looking forward to the event. We ask that you ensure your shift times do not clash with the ticketed session you are attending and if so, let us know as soon as possible. If you do attend the matches as a spectator it is important that you do not wear your uniform so please ensure you bring a change of clothes if going before / after a shift.

## What is the UEFA EURO 2020 Volunteer Programme?

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The UEFA EURO 2020 Volunteer programme is looking for around 12,000 volunteers across the 12 host cities. Up to 1000 volunteers are required to support the operational delivery of the 4 match days at Hampden Park and other key Official UEFA locations.

## Can I apply to be a UEFA EURO 2020 Volunteer and a Volkswagen Mobility Maker?

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Due to the requirements of each programme it is unlikely that you would be able to undertake a role with both the UEFA EURO 2020 Volunteer Programme and the Host City Volunteer Programme and therefore we urge you to carefully consider which role you would most like to undertake when applying. You are welcome to apply to both volunteer programmes, it is important to note you will only be able to accept a role with one.

## When will I receive confirmation of my shifts?

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Information on your shifts will be provided March / April 2021.

## What happens if I cannot attend a shift allocated to me?

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If you are unable to attend a shift, we may be able to make arrangements with another volunteer to cover so please let us know as soon as possible by emailing or calling the team on

**0141 287 2020** or emailing

**HostCityVolunteers@UEFAEuro2020Glasgow.co.uk.**

## I am a person with a disability, will I be able to volunteer alongside my Support Worker / Personal Assistant?

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Yes. Please let us know that you will be volunteering with your Support Worker / Personal Assistant so we can put the necessary arrangements in place and discuss with you both the best way to support you.

## I am a person with a disability, what support will you provide?

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Please let us know your circumstances and we will do what we can to ensure that you have everything you need to confidently carry out your role.

## Will volunteers undergo a background check?

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Yes. All volunteers involved in this event will undergo a background check in order to undertake a role with UEFA EURO 2020.



## What identification documents are required and how do I share them with you?

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Volunteers are required to produce documentation which will be shared with Police Scotland and National Accreditation Team (NAT) – Greater Manchester Police (GMP).

Below explains the required documentation and if you are selected to attend a Skills Match Session we will provide full instructions on what to bring with you and will be on hand to answer any questions you may have. These documents, along with a photo of you, will be gathered at the Skills Match Session so that we are able to complete the background check ahead of issuing accreditation. Do not worry about adding this information to your application form.

UK Citizens – where possible you should produce a current passport plus one document from list 1.

Non UK Citizens – must produce their passport / ID Card / National Identity Card.

### List 1 – proof of identity (UK Citizens)

- Two-part Full UK Driving Licence
- UK bank or building society cheque guarantee card or ATM Card
- Current UK Benefits Agency books
- Inland Revenue Tax Notification – Notice of Coding for current year
- Inland Revenue C155, C156, SC60  
(Self-employed tax exemption certificate / card with photograph of holder. Issued by Inland Revenue to construction industry)
- Firearms / Shotgun Certificate (with photograph, as issued by police)

### List 2 – proof of residence (UK & Non UK Residents)

**Must be current (issued within last 3 months where indicated) and include full details of current home address**

- UK bank or building society statement or passbook (issued or updated within the last 3 months. Not to be used in conjunction with bank building cards under list 1)
- Council tax statement of account/demand (current year only)
- Utilities: water, gas, electricity or fixed line telephone bill (issued within last 3 months. N.B. not mobile telephone bill)
- UK bank or building society mortgage statement of account (issued within last 3 months)
- Current UK Benefits Agency books (not where used under list 1 as proof of identity)
- Medical card issued by Area Health Authority

All documentation must be original.

Volunteers located at Glasgow Airport will be required to undertake additional background checks which will be communicated directly with those volunteers.