



Volunteering at the UCI Road World Championships

The 2022 UCI Road World Championships will take place in Wollongong, New South Wales Australia from 18-25 September 2022, where more than 1,000 of the top international cyclists from 70+ nations will compete for a gold medal and the coveted rainbow jersey. It is one of the top sporting events in the world and is watched by more than 300 million viewers around the globe.

To successfully deliver the event and make the World Championships a memorable experience for all athletes, spectators, officials, sponsors and everyone involved, we're calling for 1,500+ enthusiastic and passionate volunteers to help us across a variety of different areas.

Whether it is to meet new people, learn new skills, give back to your local community or contribute your experience toward this Olympic-scale celebration, we have a role for you.

Please read through the following role descriptions to see where you feel your skills and experience best suit, and most importantly, what areas get you excited and is of interest to you.

If you are a community group, corporate team or school group and are interested in volunteering as a group, please get in touch with us and we can discuss suitable group opportunities with you.

We look forward to receiving your application shortly!

W2022 Workforce Team

volunteer@wollongong2022.com.au

Get ready for the #rideofyourlife

Sport Services

If you are an avid cyclist or general sports enthusiast, this area is a perfect way to support the action on and around the course to help deliver a world-class cycling event!

Overview of Sport Services

Sports Services features a range of roles on the actual race course where you will get an up-close view of professional cyclists in action. The majority of our volunteer roles will be helping us on course as marshals to ensure we provide a safe and enjoyable experience for the local community, athletes, teams and spectators.

We also have a limited number of assistant roles across athlete services (supporting our competitors, sport staff and officials), as well as working with our key sport services including medical and anti-doping, timing and results, and the UCI Sport team.

Who are we looking for?

- You are an avid cyclist, triathlete, mountain biker or have an understanding of cycling events or have previously volunteered in any type of cycling related event
- You have excellent communication skills, are friendly and courteous
- You can follow directions and be responsive to needs as they quickly arise
- You are physically fit – must be able to be on your feet and stand for long periods of time
- You are a team player who can demonstrate flexibility, willing to help out where needed
- Previous experience as a volunteer in any type of cycling event is desirable and/or knowledge of the requirements of athletes and their support staff
- You are a medical professional with an interest in event medical services and anti-doping

Event Support

If you are someone that is keen to jump in and do what needs to get done, enjoys a role with variety and being hands on, this is a great area for you!

Overview of Event Support

The Event Support team are the busy bees who bring our venues to life and support the overall event operations before, during and after competition to make sure that everything is set up and running smoothly. No day is ever the same and this team provides a wonderful way to see how an international major sporting event comes together behind the scenes.

You could be transporting equipment and setting up/packing down sites, installing event signage and branding across the city, selling event merchandise to excited spectators, assisting event partners and sponsors with their expo and fan zone activations, supporting venue operations and facilitating crowd management, and much more!

Event Support is a great area for anyone who is currently working in or studying event management, venue management, logistics or retail.

Who are we looking for?

- You are someone who enjoys being operational, and not afraid to roll up your sleeves and get your hands dirty
- You are energetic, enthusiastic, and able to build rapport quickly as you will meet lots of new people
- You are able to work in a fast-paced, changing environment
- You can work autonomously as well as in a team environment
- You are a proactive thinker and always show initiative
- You are fairly fit as this is an active role, and you may be on your feet for long periods of time

Media & Broadcast Operations

Are you interested in what goes on behind the scenes to broadcast an event of this scale to the world? Or perhaps you're excited by the prospect of working in the event's Media Centre, supporting hundreds of international and local journalists to bring their stories to life gets you excited? If so, Media & Broadcast Operations might be for you!

Overview of Media & Broadcast Operations

Media & Broadcast Operations features a mix of roles that will help provide a first-class media and broadcast service throughout the duration of the event.

This area is an exciting and busy one where you will play a part in bringing the stories and images of Wollongong 2022 to the world. You could find yourself assisting with media enquiries and the day-to-day operations at the Media Centre, facilitating interviews or managing media in our Mixed Zones, supporting the broadcast team in the TV compound and much more.

A great area for people who have experience or interest in media, broadcast and digital communications. Ideal for media and communications students, new graduates, or even seasoned, industry professionals.

Who are we looking for?

- You have experience in journalism, media, digital media or similar, or are currently studying these areas
- You are an excellent communicator and have strong interpersonal skills
- You are able to work in a fast-paced, changing environment, with an enthusiastic and flexible approach to help where needed
- You have strong organisational skills and attention to detail
- Previous experience as a volunteer in major events is desirable

Please note: The setup of the Media Centre and broadcast compound will commence the week prior to the event, with some roles likely to start from Monday 12 September 2022 onwards.

People Operations

Class yourself as a people's person? Love the administration side of things? Why not combine these two areas and be part of the People Operations team!

Overview of People Operations

This area is all about the people of the event, and volunteers will assist the Accreditation and Workforce teams in the smooth operation and delivery of accreditation collection services, volunteer check-in, and volunteer deployment for the 2022 UCI Road World Championships.

Based across our Accreditation and Workforce hubs, the People Operations team are those friendly faces welcoming and supporting athletes, officials and workforce to get their event accreditation, as well as checking in volunteers at the start of their shift, distributing any meal entitlements, making sure everyone is where they're meant to be on time and playing a key role in making sure our volunteers have an enjoyable shift.

Who are we looking for?

- You are an excellent communicator and can deliver a high level of customer service
- You have strong computer skills and experience in data entry, able to work confidently on tablet and laptop devices
- You have strong attention to detail and ability to multi-task
- You are a calm, efficient and organised person
- Should problems arise, you are confident in handling issues and finding solutions
- You can easily motivate and excite a team of people around you
- Previous experience as a volunteer in major events is desirable

Please note: Due to role requirements, on-venue role training and shifts will commence the week prior to the event (likely starting from Monday 12 September 2022 onwards).



Transport & Fleet Services

Calling all transport enthusiasts! Ever thought you could move people quicker to where they want to be - join the team that will create seamless journeys across Wollongong by every form of transport in the tool kit. This is a start to finish mission with something for everyone, from managing the fleet, delivering the services, and helping the customer.

Overview of Transport & Fleet Services

You might think this event is all about the bikes, but there is plenty of action on four wheels to support a successful Championships! Transport & Fleet Services is all about the delivery of a safe, efficient, on time event transport service program, and running a large-scale fleet operation pre, during and post competition.

Connecting transport services to get spectators, participants and VIPs to where they want to go, by any mode - bus, train, bike or their own two legs. With over 300,000 spectators expected to visit Wollongong for the event across the 8 days of competition, you will play an important part in the delivery of the transport service program to ensure visitors can easily get to the heart of the action. You could be managing bus services at Park and Ride/walk locations, ensuring patrons are kept informed of the services schedule, or promoting safe parking options for event spectators.

As part of our fleet operations team, you could be one of the helping hands tasked with branding, preparing and delivering over 120 vehicles to key personnel ahead of the event. Other roles include volunteering as a driver and being responsible for safely transporting officials, media, VIPs and/or UCI staff to and from the airport, and various locations across the region.

Who are we looking for?

- You are an effective communicator and can give clear instructions/information to others
- Have a strong attention to detail and well versed to working to deadlines
- You can work autonomously as well as being a team player
- You are able work in a fast-paced, changing environment, and are adaptable to changing circumstances and workloads (e.g. peak periods and non-peak periods)
- You are physically fit and able to sit/stand for extended periods of time
- All drivers must hold an unrestricted driver's license and be at least 25 years old to fulfill insurance requirements

Please note: Some volunteer roles will be required to start shifts in advance of the event to get event vehicles ready, from Monday 12 September 2022 onwards.

Welcome & Hosting

If meeting, greeting and being the source of information is your bread and butter, then this area is for you!

Overview of Welcome & Hosting

Be the ‘face of the World Championships’ and join the Welcome & Hosting team!

This area is responsible for creating a positive experience for all athletes, officials, spectators and the local community. Welcoming people, sharing local and key event information, providing way-finding services, and answering questions are some of the key responsibilities of the roles within Welcome & Hosting.

You will be delivering excellent customer service across various locations including Sydney Airport, the event hotels, key event and hospitality venues, and in busy spectator locations.

Who are we looking for?

- You have a natural warmth and are an approachable person
- You have experience in customer service and have a bubbly, friendly personality
- You regularly demonstrate your excellent communications skills
- You are an expert on local information (or if not a local, are a quick learner and able to search and find the answer)
- You are comfortable working independently as well as part of a team
- You are willing to adapt to changing circumstances and workloads (e.g. peak periods and non-peak periods)
- If you can speak French or Spanish, that is a bonus for us!

Please note: With athletes arriving early to prepare ahead of the event commencing, some locations will be operational the week prior to the event, with shifts starting from Saturday 10 September 2022 onwards.