Euro 28 Host City Volunteer Manager

Reports to: City Experience Manager
Direct reports: Volunteer Coordinator

Evaluation: **557** points
Grade: **N8**
Reference: **A5815**

Purpose

To lead, manage and be accountable for the development, planning and delivery of Newcastle's Host City Volunteer Programme for UEFA EURO 2028. The postholder will manage a complex, high-profile, multi-agency workforce programme, exercising significant professional judgement in the planning, deployment and management of approximately 750 Host City volunteers across multiple operational environments.

The role is responsible for translating the agreed Host City volunteer objectives and requirements into an effective operational programme, ensuring Newcastle fulfils its commitments and obligations through effective workforce planning, safeguarding, governance, financial management, operational readiness, partnership delivery, risk management and the delivery of lasting legacy outcomes.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. Host City Volunteer Programme Leadership

    - Provide programme leadership, and accountability for the planning, management and delivery of Newcastle's Host City Volunteer Programme ensuring Newcastle fulfils its Host City volunteer commitments and obligations for UEFA EURO 2028.

- Lead and manage the Host City Volunteer Co-ordinator, ensuring effective programme management, workforce planning and delivery of Volunteer Programme objectives.

2.. Volunteer Workforce Planning

- Develop and implement the volunteer workforce plan for UEFA EURO 2028, covering the recruitment, training, deployment and support of approximately 750 Host City Volunteers.
- Design and manage the volunteer deployment model, workforce allocation and contingency arrangements within agreed programme requirements.
- Lead workforce planning and allocation for approximately 7,500 volunteer shifts across multiple locations, venues and operational functions.
- Analyse workforce requirements and exercise professional judgement to ensure effective operational coverage and service delivery. Ability to work under pressure and respond quickly to unforeseen changes in workforce arrangements to ensure that volunteers are deployed effectively across the city during the course of the event.

3. Management of the Volunteer Hub

- Lead the operation, performance and continuous improvement of the Host City Volunteer Hub.
- Manage the local implementation of volunteer systems and processes provided through UK & Ireland Joint Volunteer Programme.
- Ensure effective arrangements are in place for volunteer recruitment engagement, training, deployment and welfare.

- Maintain appropriate programme information and reporting, including recruitment and training data, ensuring compliance with organisational and legal requirements including GDPR, and provide regular reports to maintain oversight of programme delivery.

4. Partnerships and Stakeholder Engagement

- Develop and maintain effective working relationships with UEFA, UK&I28, Council Services, Universities, community organisations, voluntary sector partners and public agencies to support effective delivery of the Volunteer Programme. Influence and collaborate with partners to maximise participation, inclusion, operational effectiveness and secure the stakeholder commitment, resources and support necessary to deliver programme objectives.

5. Ensure a Safe, Inclusive and Accessible Programme

- Lead the implementation of safeguarding, volunteer welfare, wellbeing, accessibility, equality, diversity and inclusion requirements throughout the Volunteer Programme. Ensure the programme is accessible to all communities and complies with relevant legislation, organisational policies and UEFA requirements and recognised best practice.

- Exercise a significant duty of care for a large volunteer workforce operating across multiple environments and manage complex safeguarding, welfare and inclusion issues appropriately.

6. Lead Volunteer Operational Readiness

- Lead the volunteer workforce including training and deployment requirements across Host City operations, ensuring volunteers are effectively integrated into fan-facing services, transport locations, fan zones, city centre activity and wider City Experience delivery. Ensure volunteers are prepared to support the successful delivery of tournament-time operations.

- Provide visible leadership to volunteers including spending significant amounts of time outdoors at various locations ensuring the effective co-ordination of volunteer resources and responding to unforeseen situations such as workforce changes.

7. Lead Governance, Financial Management, and Risk

- Manage programme governance, assurance, performance management, risk mitigation and reporting arrangements. Provide assurance, recommendations and strategic advice to senior management, steering groups and partnership boards, ensuring effective decision-making.

- Provide clear programme information, recommendations and professional advice to the City Experience Manager, senior management, steering groups and relevant partnership boards to support effective decision making.

- Manage the Volunteer Programme Budget, ensuring effective budget control, robust contract and supplier management, compliance with procurement requirements, and the delivery of value for money outcomes.

- Develop and implement policy, provide advice and guidance to promote consistency and compliance of internal, external and statutory requirements relating to the Volunteer Programme.

8. Deliver a Lasting Volunteer Legacy

- Develop and deliver the volunteer legacy plan within Newcastle's agreed EURO 2028 legacy the development and implementation of a volunteer legacy strategy that extends beyond UEFA EURO 2028. Create pathways for future volunteer objectives, creating pathways into future

volunteering, skills development, employability and community participation.

- Evaluate programme outcomes and produce post event reports demonstrating impact, legacy outcomes and recommendations for future event delivery.
- Develop partnerships that support long term social, economic and community outcomes.

9. To promote and implement the Diversity, Equality Equity & Accessibility policy in all aspects of your employment.
10. Health, Safety and Wellbeing
    - To help maintain a healthy, safe, and secure working environment in accordance with our policies and procedures.