

ROLE DESCRIPTION



Open Host Volunteer 2026

Purpose

As an Open Host Volunteer, you'll help in creating a positive, memorable experience for all. Host Volunteers will be capable, committed, friendly volunteers welcoming visitors, helping with event wayfinding and guidance for spectators while being an ambassador for The Open Championship and Royal Birkdale.

The Open Host Volunteer Role

As part of a team of Open Host Volunteers your role is to be:

- ❖ **Warm & Welcoming!** Helping create a great experience for everyone who comes along.
- ❖ **Energetic & Engaging!** Playing your part in making every visitor's experience a great one.

You will help visitors have an amazing time by:

- Providing a friendly smile, a warm welcome and cheerful goodbye for all visitors & spectators.
- Wayfinding and helping visitors & spectators find their way guiding, them in the right direction.
- Answering questions and sharing useful tips about local places and facilities.
- Promoting the event and local area, informing and chatting to visitors about what's happening.
- Maintaining flow of spectator movement. Keeping things moving smoothly through entrance, processing and transport areas.
- Being a visible, helpful and reassuring presence when people need support.
- Proudly representing The Open Championship and Royal Birkdale as a positive ambassador.

Managed and coordinated by: The EnV Volunteer Staff Team

Supported by: Sefton Council and The R&A at The Open Championships.

Volunteer Locations: Variable. Opportunities offered will take place at set shift times, days and locations of Royal Birkdale the surrounding area. Based at off-course locations Open Host Volunteers will be supporting at key zone visitor and spectator locations that could include:

- Transport Hubs (Rail Stations; Bus Stations; Park & Ride Facilities).
- Spectator Walking Routes.
- Course Access Points.

Further details will be provided following successful application & training.

Commitment & Availability:

Applying volunteers should:

- Be available to volunteer at selected shifts between Sunday 12th July through to Sunday 19th July.
- Be available to attend early mornings and/or late evening shifts.
- Complete an on-line application.
- Complete and attend all required training.
- You must be able to arrange your own transportation to and from volunteering shifts.

Duration of volunteer shifts are expected to be up to 6 hours. Further details will be provided following successful application & training.

Knowledge and Experience: Applications are welcome regardless of existing experience. We encourage both experienced and first-time volunteers to apply.

Please include in your application if you have knowledge or experience of the following:

- ✓ Knowledge of Royal Birkdale and the surrounding area is an advantage.
- ✓ Previous experience in a customer service and voluntary role is an advantage.
- ✓ Previous involvement in community and large events is an advantage.
- ✓ Previous experience as a volunteer at The Open Golf Championships is an advantage.

If you have experience in leadership, management or as a regular event volunteer, we encourage you to register your interest as an **Open Host Volunteer Team Leader**.

Skills and abilities:

We will welcome applications that provide evidence of the following:

- ✓ **Good Communicator** (Verbal and non-verbal). Able to listen, communicate and provide information effectively and clearly
- ✓ **Good People Skills** Able to work effectively in a team, helpful and polite.
- ✓ **Positive Attitude** Positive, confident and friendly approach to all people in all situations.
- ✓ **Pro-Active** Good observation, actively seek public engagement with ability to make decisions and solve problems.
- ✓ **Committed** Capable, committed, inspirational, reliable, enthusiastic and motivated to volunteer.

Education and training:

You do not need any prior education or training, but you must demonstrate that you are willing and able to attend all required training to prepare you for the role.

Duties: Those that are mostly undertaken involve customer service, meet & greet, and welcome marshalling duties. Duties will take place outdoors.

Benefits to being an Open Host Volunteer:

- ✓ Access to free training, enhancing and gaining personal skills, knowledge and experience.
- ✓ Volunteering is good for your mental and physical health (it is proven by research!).
- ✓ Grow your social circle, a chance to meet new people with similar interests.
- ✓ Unique experience at a large-scale event working with EnV (Events need Volunteers), a Queen's Award-winning social enterprise for volunteering.

Further event benefits to be arranged and confirmed following successful application & training.

Application requirements:

- ✓ Be aged 18 or over.
- ✓ Complete on-line application form
- ✓ Must reside/living in the UK at the time of applying to become a Volunteer.