



ESOM

ENHANCING SPORT ORGANISATIONS
AND MANAGEMENT

ESOM Volunteer Recruitment and Management





ESOM

ENHANCING SPORT ORGANISATIONS
AND MANAGEMENT

Co-Funded by the European Union.

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SUMMARY

Within the ESOM (Enhancing Sport Organisations and Management) project, co-founded by the European Union, a seminar and in-person partners' meeting was hosted by the University Sport Association of Poland (AZS) on February 2, 2024 in Warsaw.

The day was focused on a seminar, organized as presentations and discussions to share different experiences on the principal topics of volunteering and management of sports events. The main aim of the project itself, is to strengthen management and event organisation in university sport. This is being done through blended learning, sharing experiences, gaining new information and skills on the key topics of sports management, funding, communication and other key topics.

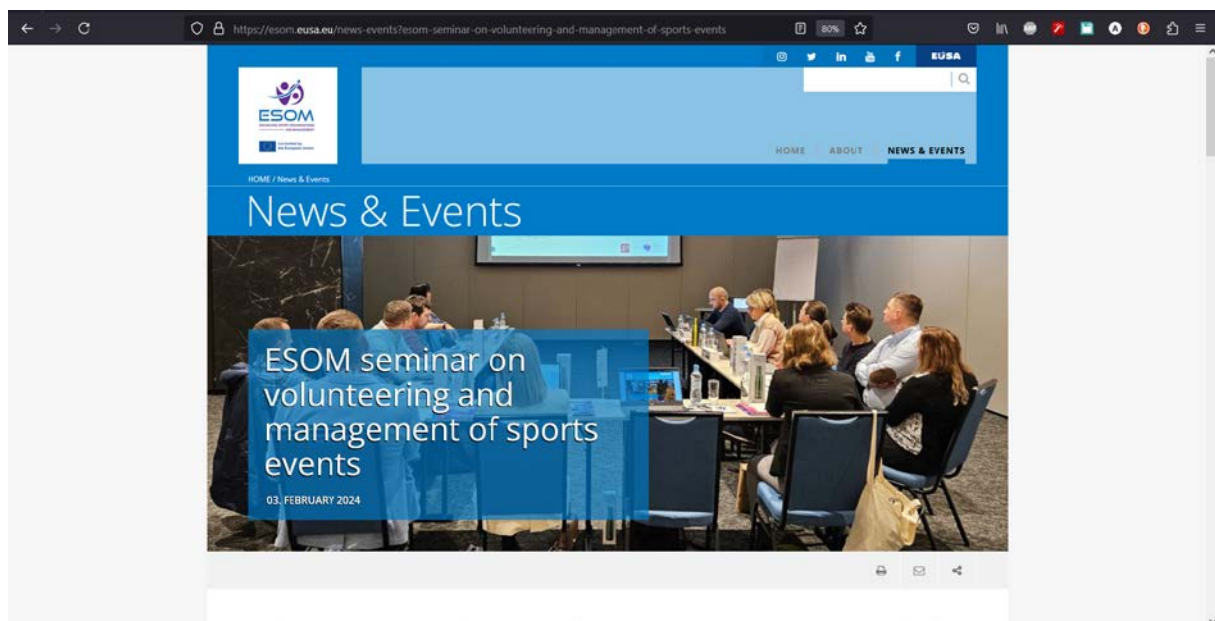
The first topics discussed in the seminar was on Volunteer Recruitment and Management. Remotely, the experiences were shared by Nikola Vincetic from Croatian Academic Sports Federation (CASF/HASS), followed by Hristina Hristova representing the European University Sports Association (EUSA). First the experiences of the development of volunteering for the needs of the European Universities Games 2016 in Zagreb and Rijeka was presented, and the legacy; while EUSA shared the different types of volunteering within EUSA, including the different phases of volunteer management and the importance of volunteering in the organisation. Different programs, projects and volunteer opportunities were showcased by both speakers. The topic of volunteering and volunteer recruitment and management was presented in-person in more details also by Marianna Pikul from the University Sport Association of Poland (AZS), Mirella Keschik-Gyenes representing the Hungarian University Sports Federation (HUSF/MEFS) and Mojca Rupert on behalf of the University of Ljubljana (UL). They first two shared their experiences on the recruitment and management of the volunteers for the European Universities Championships and Games. They presented also different keys to define the organisation of the volunteers during the event. Different events and activities were presented, as well as resources like the guidebooks on volunteering. Before the lunch this topic was concluded by also other participants sharing their experiences regarding the recruitment, engagement and retention of volunteers; identifying the issues and offering some potential solutions based on experiences of different partners with previous events.

COMMUNICATION

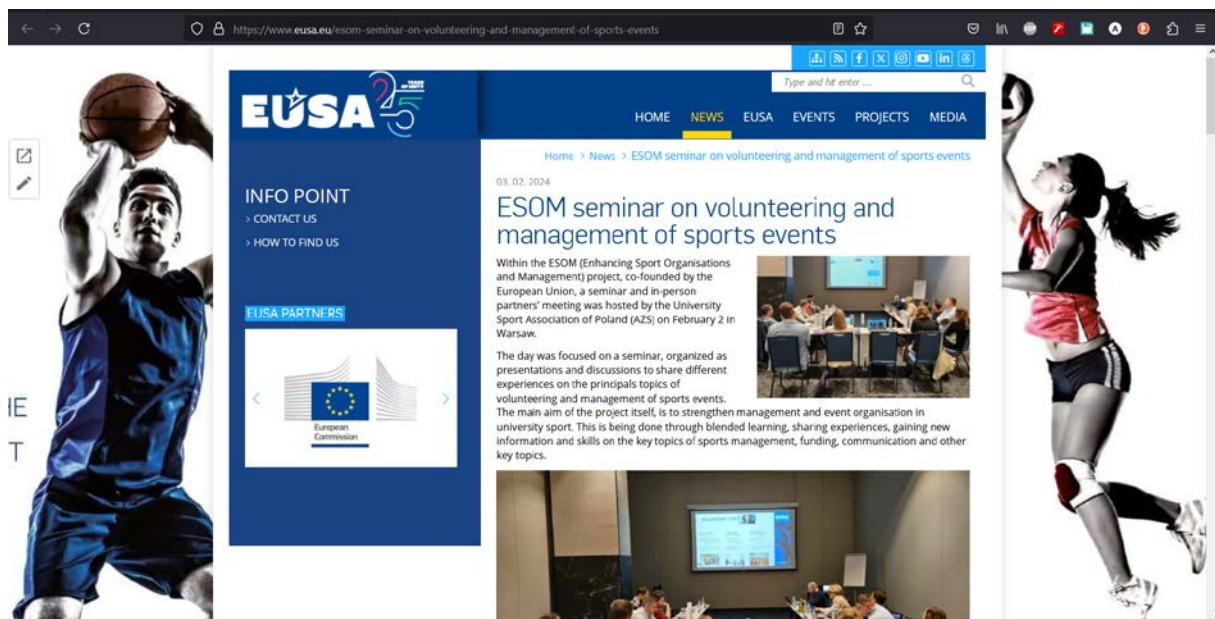
The news about the meeting and seminars was shared on the project website, as well as on the website and social media channels of the coordinator, as well as project partners.

Here we illustrate some examples; detailed clippings will be reported in the EU online tool.

<https://esom.eusa.eu/news-events?esom-seminar-on-volunteering-and-management-of-sports-events>



<https://www.eusa.eu/esom-seminar-on-volunteering-and-management-of-sports-events>



PROGRAMME AND AGENDA



ENHANCING SPORT ORGANISATIONS AND MANAGEMENT (ESOM) PROJECT PARTNERS MEETING – WARSAW, POLAND 01.02.2024 – 02.02.2024

1. PLANNED PROGRAMME OF MEETING

01.02.2024

Arrivals

20:30 – Project Partners dinner

02.02.2024

09:00 – 12:30 – Meeting part 1

12:30 – Lunch

13:30 – 15:00 – Meeting part 2

Departures

Thursday's dinner and Friday's lunch will be covered by the hosting organization.

The expected topics are:

- Midterm review;
- On-going tasks;
- Seminar on Event Management & Organization
- Seminar on Volunteer Recruitment and management

2. MEETING'S VENUE

Hotel Arche Krakowska, Aleja Krakowska 237/U1, 02-180 Warsaw



3. ACCOMMODATION RECOMMENDATIONS

- Hotel Arche Krakowska, Aleja Krakowska 237/U1, 02-180 Warsaw -
<https://www.archehotel.krakowska.pl/en/>
Approx. 7 minutes long drive from the airport
- Stay Inn Hotel Warszawa, Słowicza 28, Włochy, 02-170 Warszawa, Polska
<https://warszawa.stayinnhotels.pl/en/>
Approx. 8 minutes long drive from the airport
Approx. 8 minutes long walk from the Arche Hotel
- Mercure Warszawa Airport
<https://all.accor.com/hotel/8999/index.en.shtml>
Approx. 8 minutes long drive from the airport
Approx. 7 minutes long walk from the Arche Hotel

4. AIRPORT

Best option is Warsaw Chopin Airport (WAW) – Żwirki i Wigury 1, 02-143 Warszawa. It is possible to reach the airport by bus from the center or one of the driving services (taxi, uber, bolt).

5. CONTACT

In case of any questions about agenda or the meeting, don't hesitate to reach out –
marianna.pikul@azs.pl



Speakers and Presenters at the Seminar on Volunteer Recruitment and Management:

- Nikola Vincetic, HASS/CASF (online)
- Hristina Hristova, EUSA (online)
- Marianna Pikul, AZS
- Mirella Keschik-Gyenes, MEFS/HUSF
- Mojca Rupert, University of Ljubljana

PRESENTATIONS



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Zagreb • Rijeka 2016
EUROPEAN UNIVERSITIES GAMES



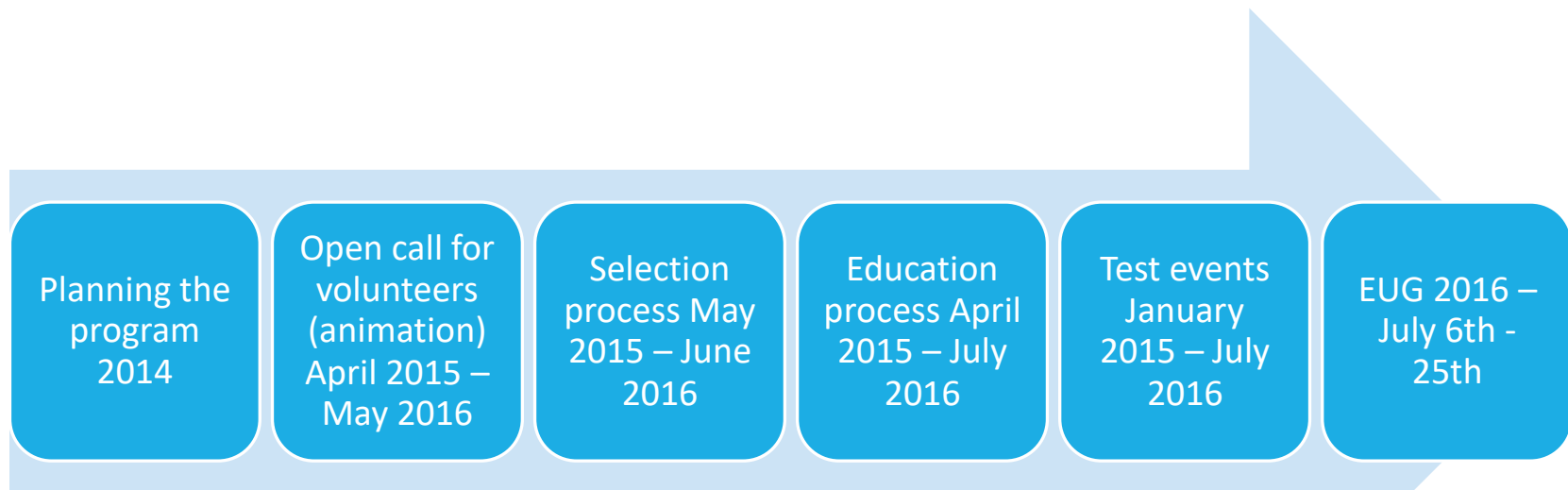
EUG Zagreb – Rijeka 2016

VOLUNTEERS MANAGEMENT

MISSION AND GOALS

- 🔥 Develop knowledge, skills and competences of volunteers
- 🔥 Develop volunteer program for student sport
- 🔥 Achieve visibility of volunteers in sport
- 🔥 Involve local sport clubs in organization
- 🔥 Develop educational programs
- 🔥 Deliver the European Universities Games Zagreb-Rijeka 2016

Volunteering on EUG 2016



PLANNING

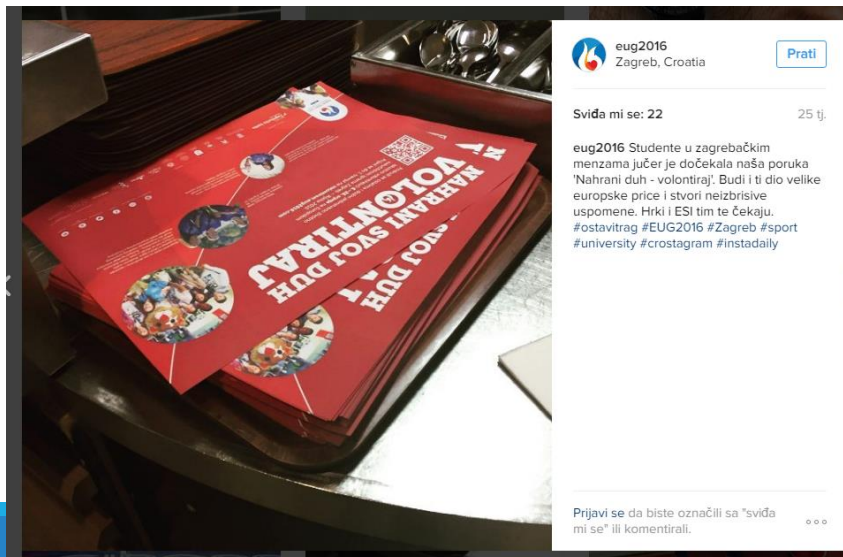
- 🔥 What are the functional areas where we need volunteers?
- 🔥 Job description (name of the position, tasks, support, education, supervision)
- 🔥 Procedures – who is responsible
- 🔥 Accommodation, transportation...



PROMOTION

Marketing plan – campaign

- Jumbo&city lights
- Students cafeteria
- Highschools
- Local newspapers



PROMOTION

-  434 sports clubs and associations
-  64 institutions
-  75 highschoools in Zagreb
-  195 students associations
-  University of Rijeka – 3 ECTS

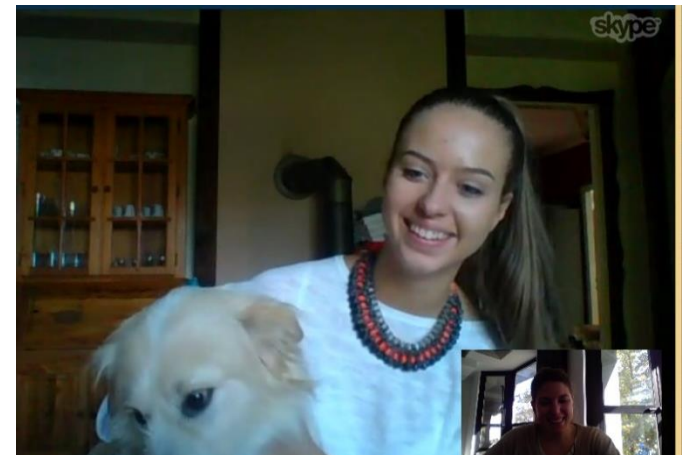


SELECTION

- 🔥 Application form – general and specific information)
- 🔥 2.802 candidates for volunteering
- 🔥 2.110 interviews (Skype & live) – only in April 2016 – 500
- 🔥 Team of 6 persons



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EDUCATION

- 🔥 600 hours of educations for volunteers in Rijeka and Zagreb
- 🔥 General and specific educations



TEST EVENTS

-  Croatian University State Championship 2014, 2015, 2016
-  EUC Football 2015
-  WUC Taekwondo 2015
-  EuroBasket 2015
-  International Rowing Regatta St. Duje 2016



LAST ACTIVITY

- Accreditations and uniforms
- Camp for volunteers (6th-12th of July)
- Volunteers in focus



COORDINATION DURING THE GAMES

🔥 38 teams in total

🔥 Academic activities, Accommodation, Accreditation, Administration, Attache (5), Cultural and social activities, Info point, International relations, IT, Logistics, Marketing, Media, Medical, Nusa assistants, Protocol, Security, Sport (20), Transport, Volunteer support

🔥 52 team leaders in total






REWARDS AND RECOGNITION

- 🔥 Volunteer center
- 🔥 Official photo shooting
- 🔥 Water Ballon challenge
- 🔥 Volunteer's football tournament
- 🔥 Volunteer's party
- 🔥 Volunteer's boat trip
- 🔥 Photo competiton




REWARDING SYSTEM

-  Diploma supplement
-  Volunteer certificate
-  Recommendation letter




STATISTICS

 **1.441 volunteers**

 587 M (40,7%), 854 F (59,3%)


 435 in Rijeka, 1.006 in Zagreb

 1.139 in sports team (79,04%), football (200), basketball (125), volleyball (114)

 **82.344 volunteers hours** – from 6th till 27th July


 Volunteers per age criteria:


 15y or younger – 217 volunteers

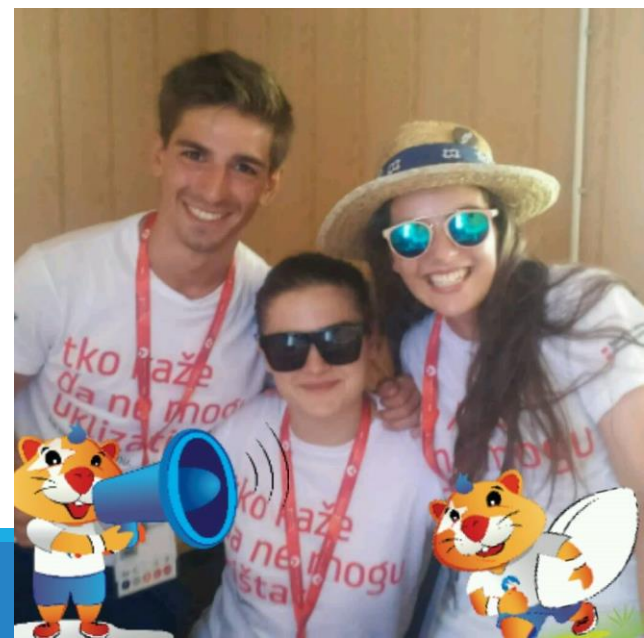
 16y-18y – 385 volunteers

 19y-24y – 646 volunteers

 25y-29y – 118 volunteers

 30y-34y – 45 volunteers

 35y -74y – 30 volunteers



UniSport VILA – Volunteers and Leadership Academy



The first systematic educational program of CASF intended for future employees in sports management



Co-funded by
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Hrvatski akademski
sportski savez
Croatian Academic
Sports Federation



ZAKLADA
UniSport Srce
FOUNDATION
UniSport Heart

UniSport VILA

- VILA – **V**olunteers **a**nd **L**eadership **A**cademy
- Gather and educate young people interested in a career in sports and sports management
- CASF as a central hub for the organization of the volunteer program (and other segments of the organization) for all sports events in the Republic of Croatia (European and world championships, final tournaments, etc.)
- Cooperation with MINTS, COK, CFF and other associations
- 100 participants in the first year
- Lecturers: experienced sports professionals (handball, football, basketball, water polo, tennis, etc.)



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Hrvatski akademski
sportski savez
Croatian Academic
Sports Federation



ZAKLADA
UniSport Srce
FOUNDATION
UniSport Heart



Thank you for your attention!



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EUSA AND VOLUNTEERING

VOLUNTEER TYPES IN EUSA

INSTITUTIONAL POSITIONS

Elected Committee and
Nominated Commissions
2-4 years

On proposals by EUSA
members

LONG-TERM VOLUNTEERING

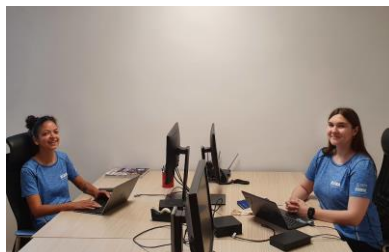
Volunteering at
the EUSA Office
6-12 months

Supported by EU
(ESC / EVS)

SHORT-TERM VOLUNTEERING

Volunteering at
events
1-3 weeks

In cooperation with event
organisers



WHY WE INVOLVE VOLUNTEERS?

1. Involve local students in sports
2. Offer opportunities internationally
3. Create special atmosphere
4. Volunteers gain organisational, communication and other skills
5. Getting highly motivated team
6. Enthusiastic, responsible and reliable volunteers
- ...
- ∞. Save budget for human resources

Volunteers work for free but they are not for free



EUSA VOLUNTEER PROGRAMME

- Training course for European students, which gives them the opportunity of experiencing a unique adventure
- 2 volunteers per Championship sport; about 100 volunteers per Games (more if needed)
- 150 open places for international volunteers during the European Universities Games in Lodz



EUSA VOLUNTEER PROGRAMME

- Volunteers are chosen directly by the OC (*highly motivated, more experienced*)
- Full board (accommodation and catering) is provided during the time of the event (and training), with transfer from the official airport/station covered, and equipment provided
- Volunteers have to arrange and cover their (international) travel to the event location



HOSTS OBLIGATIONS



- Transfer from the airport/station
- Accommodation
- 3 meals/day (during shifts)
- Uniforms and equipment
- Insurance
- Phone/internet when needed for volunteer's role
- Transportation to/from the venue
- Training
- Communication

VOLUNTEERS' EXPECTATIONS

- Gain international experience in organising a sport event
- Get appropriate tasks
- Be meaningfully involved
- Ready for challenges and new experiences
- Be appreciated
- Get to know new friends
- Have fun



POSSIBLE VOLUNTEERS' TASKS

- Accreditation and welcoming
- Marketing and communication
- PR: preparation of daily news, photo and video reporting, social media
- Sport program, competition office
- Team attache
- Protocol, ceremonies
- Logistics
- ...
- Promotion of organisations, its activities, programmes and projects



KEY STEPS

- 1st phase: Promotion
- 2nd phase: Recruitment
- 3rd phase: Interviews
- 4th phase: Role matching
- 5th phase: Shift scheduling
- 6th phase: Training
- 7th phase: Operational phase
- 8th phase: Thank yous and skills system recognition
- 9th phase: Debrief



EUSA International Volunteer programme

Topics: volunteering

Duration: ongoing, since 2012

On the proposal of the EUSA Student Commission, the EUSA International Volunteer programme has been running annually since 2012.

In cooperation with the local Organising Committees of our events, we offer the possibility for students to actively take part in the EUSA sports events as volunteers. The main aim of the programme is to give a chance for young students, who are interested in sports and in organizing sport events, to get the opportunity of experiencing a unique adventure, learning about the values of sport, and gaining valuable work experience through volunteering.



European Universities Games

Topics: not-for-profit sport event / volunteering

Duration: 2021, extended to 2022

The project supported the preparation, implementation, monitoring, evaluation and dissemination of the non-profit sport event – the European Universities Games; first foreseen for 2021 in Belgrade, Serbia, with activities carried out also in 2022.

Special focus was given to the field of volunteering and promotion of voluntary activity in sport.

The focus of the project is three-pronged, with attention given to the implementation of volunteer training, carrying out competitions making up the Games, and the organisation of educational and cultural events.



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EUSA
EUROPEAN UNIVERSITY SPORTS ASSOCIATION



www.eusa.eu

Supporting Mobility and Good Practice Exchange in University Sport (UniSport)

Topics: mobility

Duration: 2019-2020, extended to 2021

The project supported learning mobility and exchanges while promoting the international dimension of sport, targeting management of university sport in general, as well as organisers of sports events on a national and international level.

Project enabled an exchange scheme of sport management staff and volunteers in form of practical study visits, trainings and job-shadowing on one hand and seminars and knowledge transfers on the other, strengthen competences and qualifications of the partners, their staff and volunteers.



PROmoting DUal Career through Education of young Journalists (PRODUCE)

Topics: dual career

Partners: EUSA Institute (SLO), AZS Sport club Poznan (POL), SportIndeks (SRB), KK Hrvatski Dragovoljac (CRO), AIPS Europe (MLT)

Duration: 2019-2020, extended to 2021

The key objective of the project was to develop and improve skills and educate young reporters through volunteering at European Universities Championships and Games while also promoting the dual career of athletes. Through the project, educational peer to peer network among young journalists in Europe was established, also providing guidelines for active learning, giving non-formal knowledge through practical experience at university sport events.



(Uni)ted forces to support the education of (Uni)versity sport comm(Uni)ty (UNI4S)

Topics: mobility / good governance

Partners: University Sports Association of Poland – AZS (POL), University Sports Association of Warsaw (POL), Student Sports Netherlands (NED), EUSA Institute (SLO)

Duration: 2021-2022, extended to 2023

The project aims to create educational opportunities for staff and volunteers in university sport associations.

Through the series of meetings, project partners are exploring how to create conditions for skills development of participants in the area of organising university sport events, including volunteering.



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Work for a cause, serve for sport (W4C-S4S)

Topics: volunteering

Partners: City of Zagreb (CRO), Municipality of Almussafes (ESP), Society for the Development of Voluntary Work Novo Mesto (SLO), Institute for Social Innovation and Cohesion (GRE), GEA - Social Cooperative Society (ITA), EUSA Institute (SLO)

Duration: 2021-2022

The goal of the Work for a cause, serve for sport (W4C) project was to educate and equip volunteers for participating in the organisation of national and international sporting events.



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Be(ach) Volunteer, Be(ach) Fair! (VOLFAIR)

Topics: volunteering

Partners: Beach Handball Club Zagreb (CRO), University Sports Association of Poland – AZS (POL), Camelot Beach Handball Tournament (NED), EUSA Institute (SLO)

Duration: 2021-2022

The main aims of the Be(ach) Volunteer, Be(ach) Fair! (VolFair) project were to exchange knowledge about volunteering systems and to improve the volunteer's policies by using the benefits of beach handball (fair play as a main sport's rule) as a model during the organisation of sport events.



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Youth Integrity Ambassadors Program (YIAP)

Topics: integrity in sport, youth, volunteers

Partners: European Non-Governmental Sports Organisation (ENGSO) with ENGSO Youth (SWE) Swedish Sports Confederation (SWE), EUSA Institute (SLO) , Special Olympics Europe-Eurasia Foundation - SOEE (IRL), RF-SISU Småland (SWE), Portuguese Sport Confederation (POR), Lithuanian Union Of Sport Federation - LSFS (LTU) Organisation for Sports Education - OPES (ITA).

Duration: 2022 - 2024

YIAP aims to educate and empower young people, with or without intellectual disabilities, both volunteers and athletes to become sport integrity ambassadors , through developing key competences of young people to take an active roles in their societies by promoting and disseminating a culture of integrity in sport.



European Solidarity Corps - Volunteering

Topics: volunteering

Duration: ongoing projects

As an upgrade from the European Voluntary Service (EVS), the European Solidarity Corps (ESC) aims to foster solidarity in European society, engaging young people and organisations in accessible activities.

It offers young people opportunities to show solidarity and help resolve challenging situations across Europe through volunteering activities, traineeships or jobs as well as solidarity projects based on young people's own initiative.

EUSA through its Institute, is currently hosting 3 international ESC volunteers



Erasmus+ Internships

Topics: education

Duration: ongoing projects

Erasmus+ supports traineeships (work placements, internships, etc) abroad for students currently enrolled in higher education institutions in Programme countries at Bachelor and Master level as well as for doctoral candidates. These opportunities are also open to recent graduates.

In 2023, we hosted three international Erasmus+ interns (2+1).



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OPES/ Italian Civil Service

- The programme is designed for young male and female Italian citizens and helps provide them with opportunities to work in the non-profit sector in Italy as well as selected organizations abroad.
- Supported by national civil service in Italy in cooperation with the Italian Organization for Sports Education (OPES)
- aims to foster the promotion of core Italian and European values, by working in the non-profit sector through actions in support of local communities and territories in the same spirit of international cooperation
- available for all young people living in Italy, including foreign residents.
- currently at EUSA: two volunteers for 10-month volunteering experience



Future EUSA volunteering opportunities

➤ **European Universities Games**

Debrecen – Miskolc 2024 (July 12-24)

- duration: short-term (3 weeks)
- registrations are opened

<https://eug2024.eu/volunteers/>

➤ **European Solidarity Corps**

- duration: long-term (12 months)
- approximate period: September 2024 to August 2025
- applicable to: people aged 17-30



INFO ON PROJECTS AND OPPORTUNITIES

EUSA webpage

<https://www.eusa.eu/projects/>

ERASMUS+

<https://erasmus-plus.ec.europa.eu>



Erasmus+

EUROPEAN SOLIDARITY CORPS

https://europa.eu/youth/solidarity_en



EUROPEAN
SOLIDARITY
CORPS

THANK YOU!

*Volunteering is the work of heart...
OR
Volunteering is the heart of work...*



www.eusa.eu



MyEUSA app

@eusaunisport



Andrej Pisl
pisl@eusa.eu





Volunteers Management

ESOM Project Meeting, Warsaw

ORGANIZERS



Lodz University of Technology



University
Sports
Association

MAIN PARTNERS



Ministry
of Education
and Science



UNIVERSITY
OF LODZ



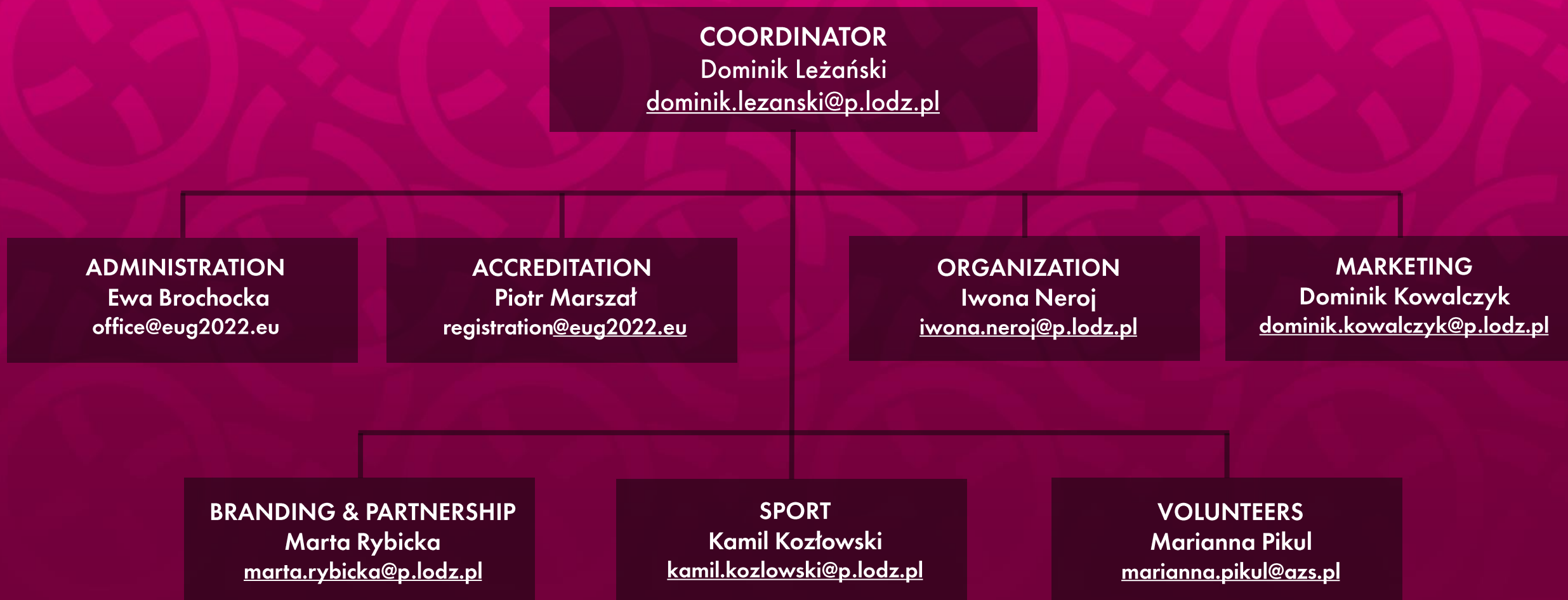
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EUG TEAM

A SPECIAL TEAM CREATED AT THE LODZ UNIVERSITY OF TECHNOLOGY
FOR THE ORGANIZATION OF UNIVERSITIES GAMES

OC STRUCTURE



DISCIPLINES

**3X3 BASKETBALL***GEYERS' GARDEN*

WOMEN: 20

MEN: 24

**BADMINTON***ZATOKA SPORTU*

TEAMS: 20

**BASKETBALL***MAŁACHOWSKIEGO,**PABIANICE, UL HALL*

WOMEN: 10 MEN: 16

**BEACH HANDBALL***GEYERS' GARDEN*

WOMEN: 6

MEN: 9

**BEACH VOLLEYBALL***GEYERS' GARDEN*

WOMEN: 22

MEN: 24

**CHESS***EC1*

WOMEN: 13

MEN: 20

**FOOTBALL***MINERSKA, SMS,**ŁODZIANKA*

WOMEN: 10 MEN: 16

**FUTSAL***ZATOKA SPORTU, UL HALL**MAŁACHOWSKIEGO*

WOMEN: 11 MEN: 20

**HANDBALL***ANILANA, SPORT ARENA*

WOMEN: 12

MEN: 12

DISCIPLINES

**JUDO**

ZGIERZ HALL
TEAMS: 119

**KARATE**

ZGIERZ HALL
TEAMS: 140

**KICKBOXING**

SKORUPKI
TEAMS: 66

**SPORT CLIMBING**

ZATOKA SPORTU
TEAMS: 15

**SWIMMING**

ZATOKA SPORTU
TEAMS: 36

**TABLE TENNIS**

ANILANA
WOMEN: 15
MEN: 20

**PARA TABLE TENNIS**

ANILANA
TEAMS: 10

**TAEKWONDO**

ANILANA, SPORT ARENA
TEAMS: 55

DISCIPLINES

**TENNIS***AZS LODZ COURT*

WOMEN: 17

MEN: 16

**VOLLEYBALL***SPORT ARENA, ZGIERZ HALL*

WOMEN: 19

MEN: 10

**WATER POLO***ZATOKA SPORTU*

MEN: 10

SCHEDULE

	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Ceremony				OC													CC	
3x3 Basketball		A	GTM	1	2	3	4	D										
Badminton										A	GTM	1	2	3	4	5	6	D
Basketball									A	GTM	1	2	3	4	5	6	7	D
Beach Handball								A	GTM	1	2	3	D					
Beach Volleyball	A	GTM	1	2	3	4	5	D										
Chess	A	GTM	1	2	3	4	D											
Football						A	GTM	1	2	3	4	5	6	7	D			
Futsal M	A	GTM	1	2	3	4	5	6	7	8	D							
Futsal W	A	GTM	1	2	3	4	5	6	7	D								
Handball										A	GTM	1	2	3	4	5	6	D
Judo									A	GTM	1	2	3	D				
Karate													A	GTM	1	2	3	D
Kickboxing	A	GTM	1	2	3	D												
Para Table Tennis			A	GTM	1	2	3	D										
Sport Climbing													A	GTM	1	2	3	D
Swimming												A	GTM	1	2	3	D	
Table Tennis	A	GTM	1	2	3	4	5	D										
Taekwondo													A	GTM	1	2	3	D
Tennis	A	GTM	1	2	3	4	5	6	D									
Volleyball	A	GTM	1	2	3	4	5	6	7	D								
Water polo	A	GTM	1	2	3	4	5	6	D									





OC – Opening Ceremony
CC – Closing Ceremony

A – Arrivals
D – Departures

GTM – General Technical Meeting
1,2, (Number) – Number of Competition Day

[illegible]

VOLUNTEERS AT EUROPEAN UNIVERSITIES GAMES

			PARTICIPANTS	UNIVERSITIES	COUNTRIES	LOCAL VOLUNTEERS	INTERNATIONAL VOLUNTEERS
	EUG Cordoba (Spain)	2012	2500	154	32	300	40
	EUG Rotterdam (The Netherland)	2014	2800	174	34	700	100
	EUG Zagreb and Rijeka (Croatia)	2016	5400	388	40	1500	150
	EUG Coimbra (Portugal)	2018	4027	291	38	600	80

VOLUNTEERING



697 Volunteers



179 international
Volunteers



Accommodation
provided for 520
volunteers



Full board and transport from
Warsaw Chopin Airport for
international volunteers



22 volunteers
coordinators and leaders

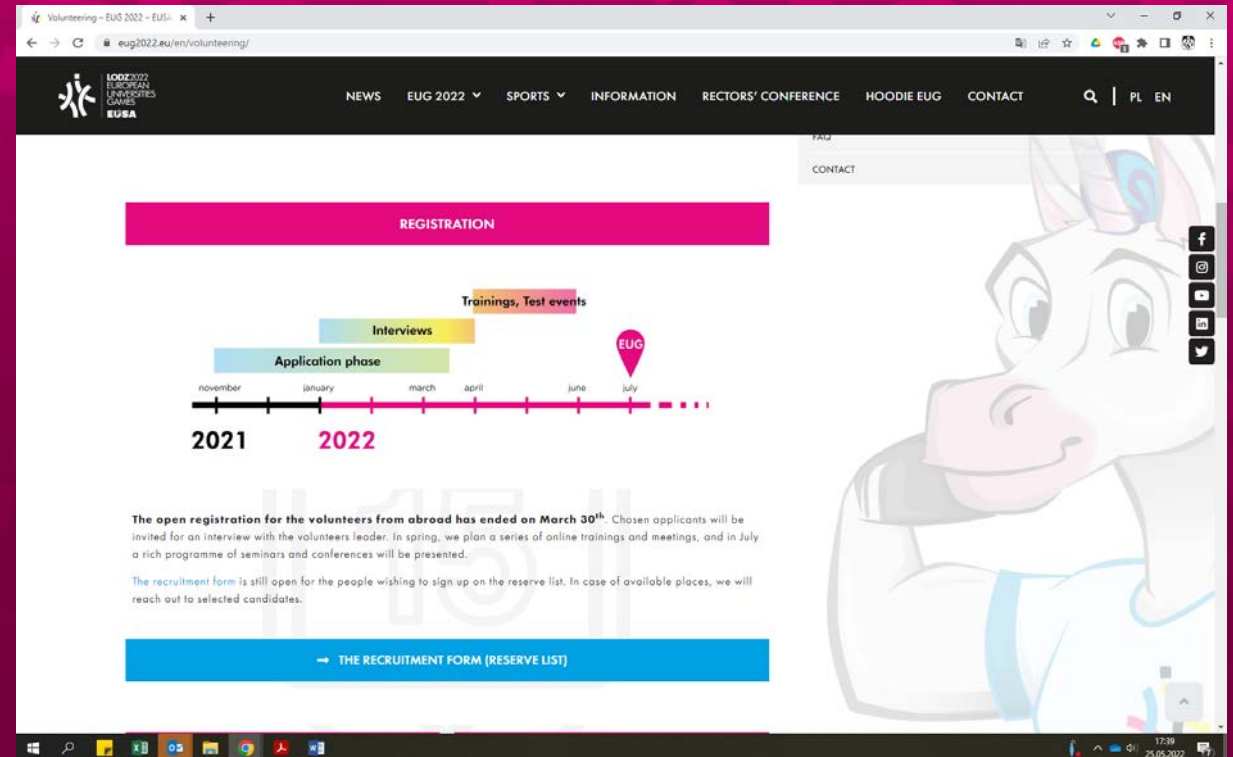
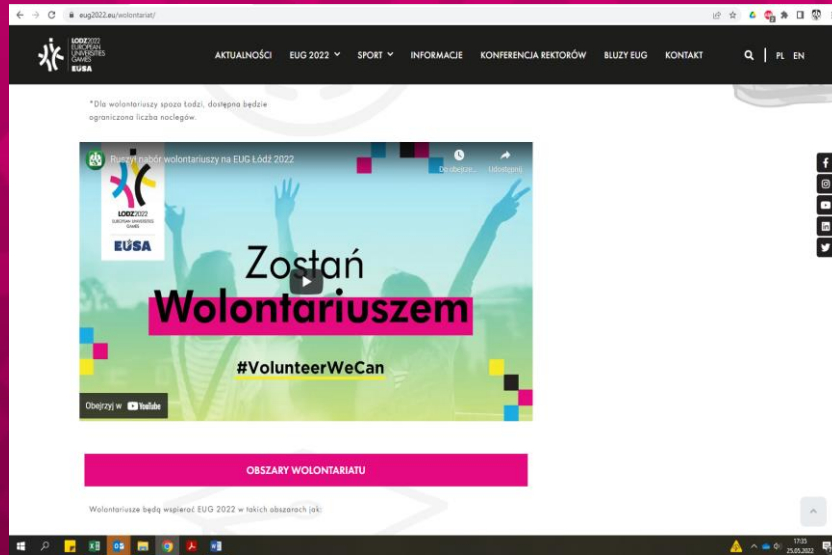


Volunteers will be present in
venues, transportation desks,
accommodation and more

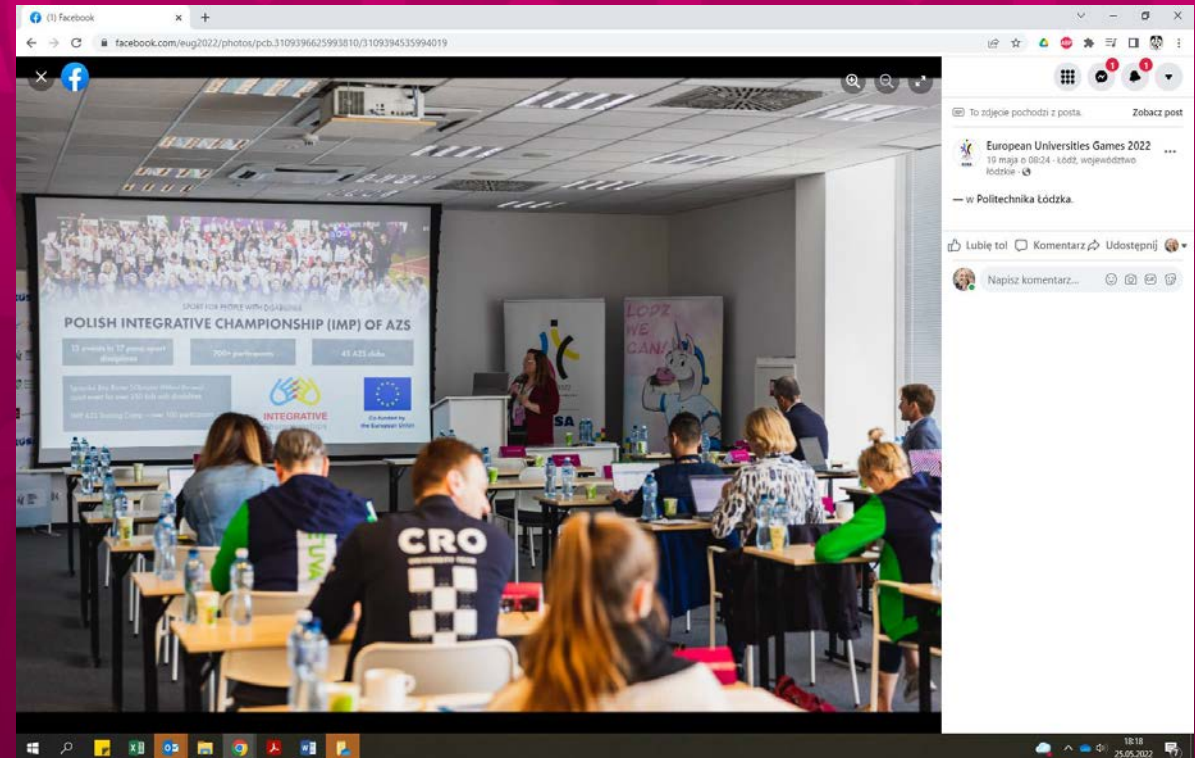
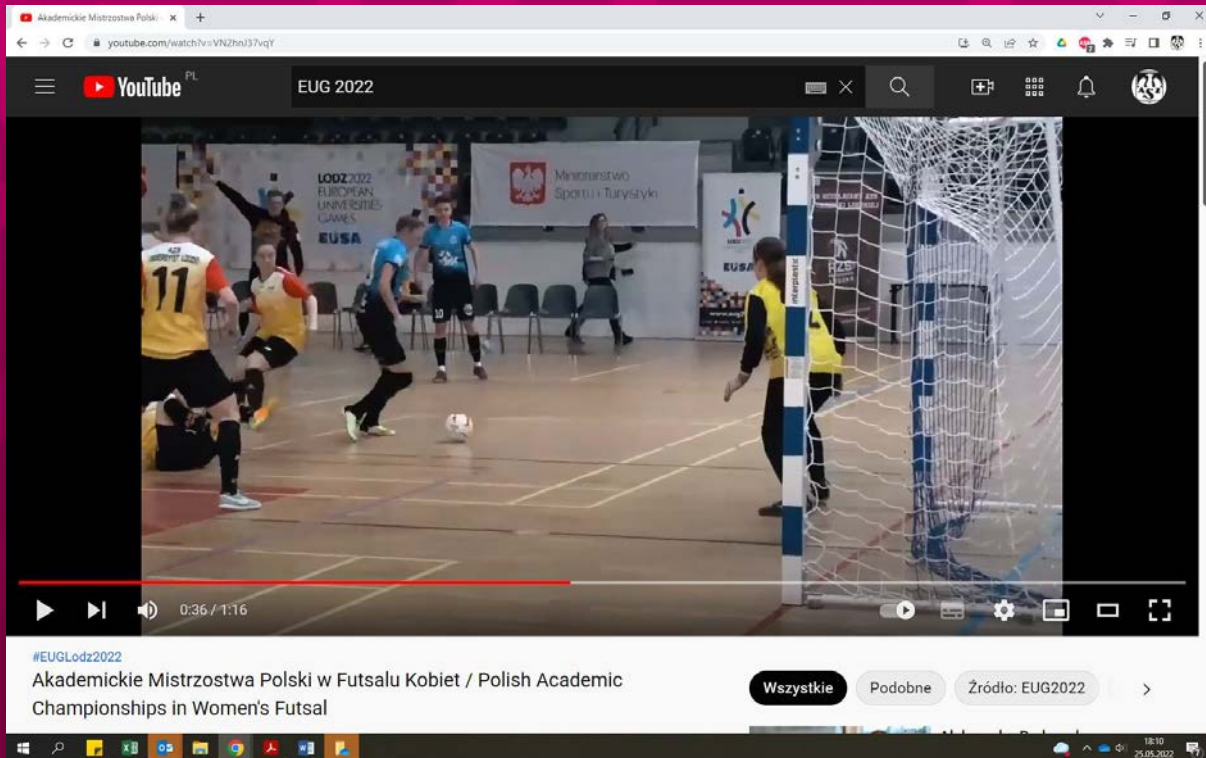


Volunteers from NUSA
all over Europe

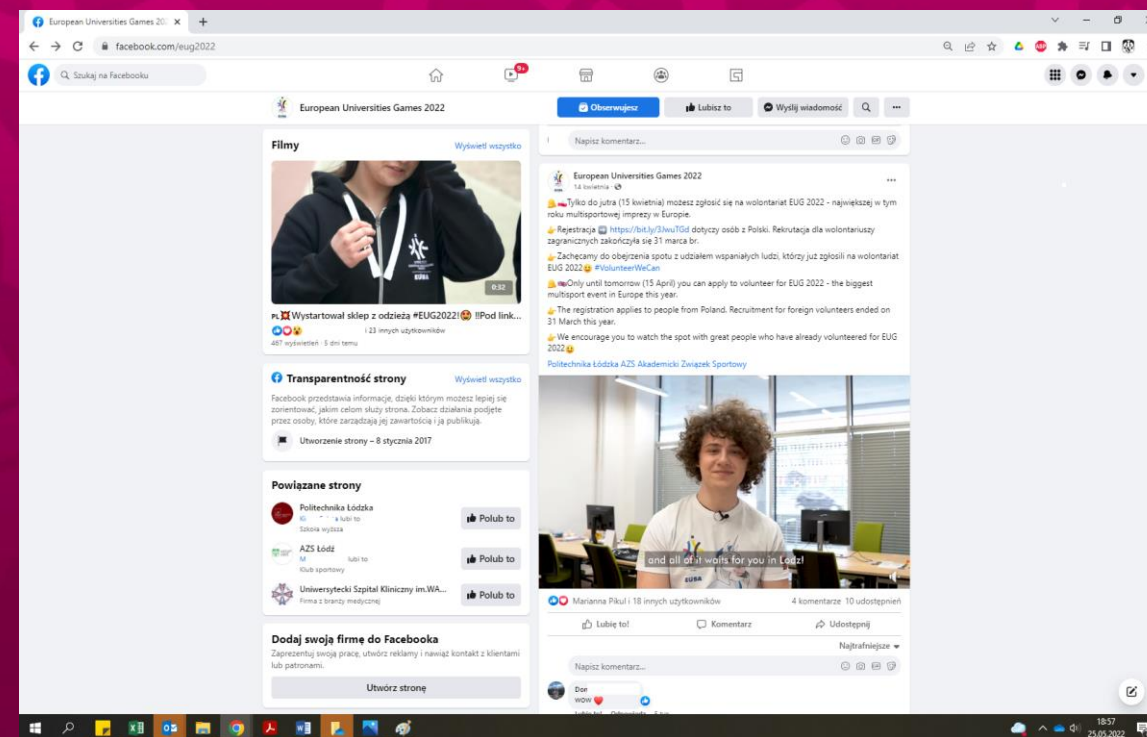
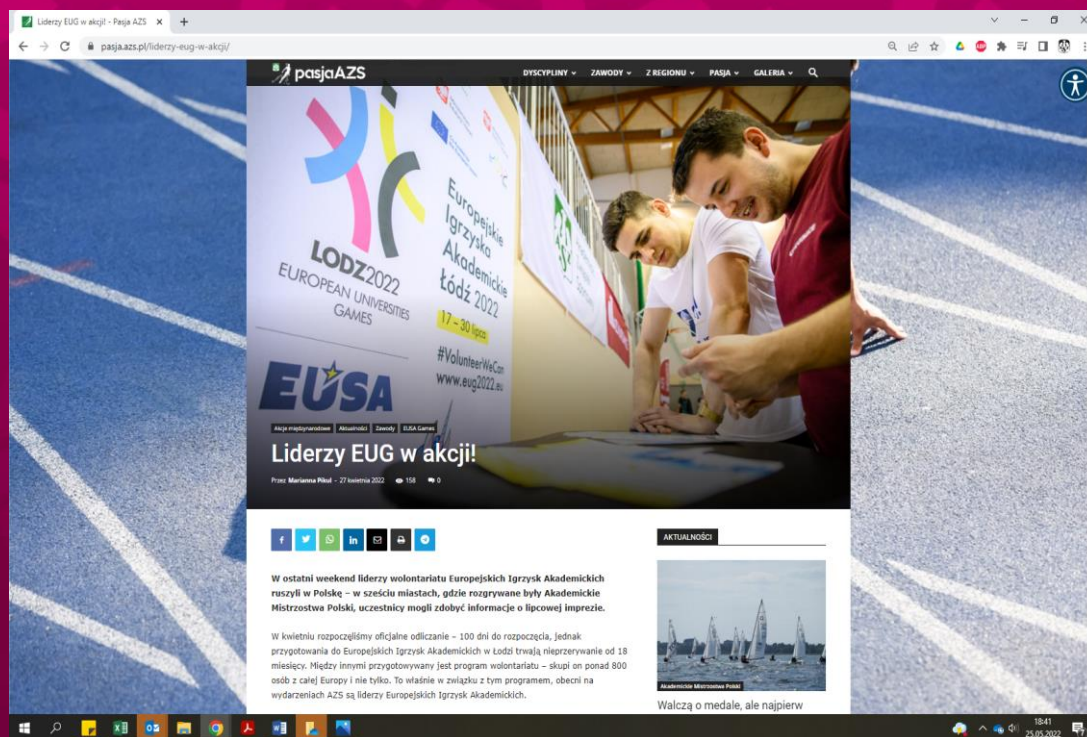
PROMOTIONAL PLAN



PROMOTIONAL PLAN



PROMOTIONAL PLAN



VOLUNTEERING AREAS - LEADERS

LOGISTICS:

- Accommodation & Catering PŁ
- Accommodation & Catering UŁ
- Transport & Info
- Transport - Airport

TEAM ATTACHE

ORGANIZATIONAL:

- Accreditation
- Media & Marketing
- Protocol
- Side Events

SPORTS:

- 7 sports leaders
- + Sport Results leader

LEADERS PROGRAMME



- Duration: January 2022 – December 2022;
- Trainings: January, April, June, July 2022;
- Over 33 test events;
- Participation in online calls – over 1000 calls done by 12 leaders;







INTERNATIONAL VOLUNTEERS PROGRAMME

- 884 applications;
- Over 420 online calls;
- 179 international Volunteers participating;



EDUCATIONAL EVENTS

- Seminar on sport for people with disabilities – for volunteers, staff, officials;
- Workshop on social inclusion of people with disabilities – open for all;
- Ecological workshop – open for all;
- Conference on volunteering in sport;
- Workshop on cooperation possibilities in the frame of Erasmus+ programme;
- Innovation in sports workshops – students of Lodz University of Technology

Volunteers oriented events: EUG Quiz, Language Exchange Tandem, Eurodinner, City Game, Beach sports event and more....

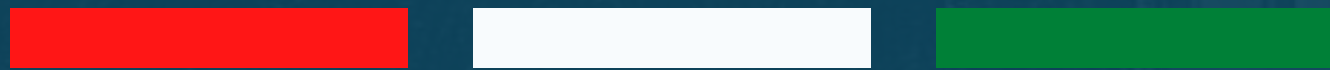


LEGACY OF THE PROGRAMME

- Men's Volleyball World Championships;
- Women's Volleyball World Championships;
- University Sport events;
- Polish Olympic Committee – European Games;



HUNGARY



HUNGARIAN UNIVERSITY SPORTS FEDERATION - MEFS

VOLUNTEERING @ BADMINTON & WATER POLO EUROPEAN UNIVERSITIES CHAMPIONSHIPS 2023



PREVIOUS EXPERIENCES

In recent years we have gained more experience in volunteer management during our international university sport events:

- World University Orienteering Championship (2016)
- European Universities Basketball Championship (2017)
- European Universities Badminton and Water Polo Championships (2023)

COMING SOON

- European Universities Games (2024)

HISTORY

PREPARATION FOR EUC, EUG

History

ERASMUS+ project - K2GenZ

- duration: 12 month - 2022
- project budget: 21.000 EUR
- project coordinator: MEAFC
- partners: EUSA, MEFS
- more: <https://mefs.hu/future-volunteers-gen-z-2/>

Goals:

- 10 genZ volunteer from different universities
 - future sport ambassadors
- 1 national sport event - MEFOB FESZT
- 1 european sport event - EUG LODZ 2022
- guideline to organisers for volunteer programme



LESSONS LEARNED & BEST PRACTICES

from GenZ project that were useful in EUC recruitment and management:

- at first we only focused on one target group (GenZ), because they are the most relevant, the current university students
- a psychologist held a training for the organising team to understand the needs and interests of GenZ
- we prepared a concept and long-term objectives with volunteers (e.g. volunteer coordinator role in EUC, EUG)
- we collected and implemented best practices from other organisers (Lodz 2022, Zagreb-Rijeka 2016)
- defined general and typical volunteer positions



EUROPEAN UNIVERSITIES BADMINTON & WATER POLO CHAMPIONSHIPS 2023

Based on our experiences at first we identified the right work groups and positions, who coordinate volunteer management:

- **Volunteer manager** - strategic role, managing, documentation
- **Volunteer coordinator** - mentoring, managing, planing, recrutement, trainings, community roles
- **Professional coordinator** - project management, specific trainings, creating the conditions for volunteers to work
- **Buddy** - local friend, providing orientation, advice and information, helping international volunteers to integrate



KEY PLANNING STEPS

BEFORE VOLUNTEER RECRUITMENT

- Legal and financial planning
- Implementing all information into a concept, planning milestones
- Collecting functional area needs
 - creating positions
 - determining the required skills
- Collecting equipment and infrastructure needs
 - supply, uniforms, work equipments, volunteer center, chill zone
- Compiling benefit package



MISKOLC 2023

EUROPEAN UNIVERSITIES
BADMINTON AND WATER POLO
CHAMPIONSHIP

EUSA

RECRUITMENT & SELECTION

- Volunteer manager has the main responsibility
 - Contributors during the process: volunteer coordinators, head of functional areas, media & PR
- main steps
 - preparing communication materials
 - compiling application form
 - preparing orientation talks script, situation tasks
 - choosing communication channels
 - preparing direct hiring, contacting partners



COMMUNICATION CHANNELS

TO ADDRESS VOLUNTEERS

- Partnerships (University of Miskolc, MEAFC departments, Miskolc secondary schools, County Student Sports Association, local sport clubs, EUSA, former and future EUC/EUG organisers)
- Info days (in person and/or online)
- EUC 2023 online platforms (website, social media)
- Other media appearances
- Sport-Önként Association



SCHEDULE OF SELECTION TASK

- Finalisation of Volunteer Programme - T-6 month
- Finalisation of recruitment plan - T-6 month
- Information to potential organisations - T-6 month
- Identification of the ideal candidate by area (organisational need) - T-6 month
- Preparation of job descriptions - T-5 month
- Preparation of call for applications - T-5 month
- Development of application interface and application form - T-5 month
- Consultation with partner institutions and organisations - T-5 month

T = Event day 1



- Publication of the call - T-4 month
- Information days - between T-4 and 3 month
- Communication activities - between T-3 and 1 month
- Training of volunteer coordinators - T-3 month
- Scripting of the orientation session - T-3 month
- Evaluation of applications - between T-3 and 1 month
- Orientation interviews - between T-2 and 1 month
- Compilation of information for volunteers recruited - T-3 month
- Notification of application results - T-1 month
- Proposal of volunteer assignments - T-1 month

T = Event day 1



CONTROL OF QUALITY ASSURANCE

- Recruitment communication plan and scheduled tasks
- Collection of professional needs from functional areas, scheduled meetings with regional managers
- Progress reporting (Agreement with management on the content of the progress report)
- Partner needs and feedback
- Collection of feedback from applicants





**THANK YOU FOR YOUR
ATTENTION!**



2023 Tek od faksa do faksa

11. april 2023 ob 17.00
Študentsko naselje
Rožna dolina

PRIJAVE NA



<http://tiny.cc/Tek2023>



Univerza v Ljubljani



Študentski dom Ljubljana



Center za občudijisko dejavnost
Univerze v Ljubljani
E: cod@uni-lj.si
M: 030 641 648

*We recruit
general volunteers and
pacemakers („rabbits“)
for 5, 10 and 15 km*

In the run, each team
consists of:

- 25 runners
- Pacemaker („rabbit“)
- Pacemaker assistant („broom“)





The number of
pacemakers
(600 students):

- 5 km = 15
- 10 km = 10
- 15 km = 5



„Rabbits“ - runners' coordinators

Timeline:

➤ deadline for applications for runners:
9th March – 9th April 2024

➤ deadline for the „rabbits“:

- ✓ One week in advance: check of the routes
- ✓ On the event day: 2 hrs before start
- ✓ Warm up

Location:

Students dormitories Rožna dolina

Contact:

cod@uni-lj.si



