



### **Edgbaston Cricketeer Role Profile**

Over the years, Edgbaston has become renowned for the incredible matchday experience whether at a Bears T20 home game or during international matches. A crucial factor in this is the warm welcome spectators receive from our enthusiastic cricketeers. Edgbaston matchday volunteers are known as Edgbaston Cricketeer's. Edgbaston Cricketeer's join the Bears family to deliver world-class cricket matches at Edgbaston Stadium.

To become a cricketeer, you will be required to be approachable, committed, flexible and team focused. To be eligible to volunteer, the following criteria apply. You must:

- Be 18+ years of age on 1st May 2025
- Be able to speak and read the English language
- Be able to commit to a minimum of four match days
- Be able to attend an induction session at Edgbaston on Wednesday 30<sup>th</sup> April

#### **About the role**

The atmosphere at Edgbaston is widely renowned to be among the best in the world. Cricketeers are at hand to greet, advise and energise spectators before, during and after the game enabling them to experience Edgbaston in all its glory. Cricketeers are known for their friendly, enthusiastic and approachable nature and are to key to delivering outstanding customer service, working alongside Edgbaston's stewards, staff members and long-standing volunteers.

#### **Cricketeer Duties – what roles you will be doing on a matchday**

##### **Arrival & Exit**

Cricketeers offer a warm welcome to spectators and wish them a safe journey home. Positioned at the stadium gates, entrances, and exterior periphery before and after the game.

##### **Activations**

Cricketeers engage spectators in fun activations before and during the game. Includes 'scatterblast' of t-shirts and waving NEW giant Bears flags at T20 matches as well as supporting children's inflatables pre-match\*

Positioned around the stadium and occasionally on the outfield before and during the game.



### **Spectator Support Services**

Cricketeers welcome and direct guests to seating and amenities in and around the ground. This may include handing out giveaways and setting up equipment.

Positioned at stadium entrances before the game and outside each stand during intervals.

### **Accessibility Support Services**

Cricketeers guide spectators with additional accessibility requirements on the journey to their seats ensuring they are familiar with facilities in their vicinity.

Positioned outside of the ground at the accessible welcome point before the game and accessible seating areas during intervals.

### **Sensory Room Support**

Cricketeers ensure users of the rooms have the best possible experience and includes greeting users, supporting users and their families in accessing the room's facilities and monitoring room capacities. The Sensory Host will be positioned in the Sensory Rooms (as required) before the game, during play and intervals, and after the game.

### **Queue Support**

Cricketeers support Edgbaston stewards to advise spectators on the queuing system and drive interaction during their wait. Positioned on the gates before the game and shuttle bus queues after the game.

### **Transport Support**

Cricketeers support the National Express team at New Street Station to direct spectators to shuttle bus services between New Street Station and Edgbaston Stadium. Positioned at New Street Station before gates open and returning to the stadium after game start.

### **Walking Route**

Cricketeers should direct spectators to the Stadium. Positioned along the walking route between New Street Station and the Stadium before the game.

*\*Those interested in this role may be subject to a mandatory ECB DBS check and reference checks\**

Key relationships will include:

- Matchday Volunteer Manager and Safeguarding Manager
- Matchday Stewards
- Ticketing & Customer Services

### Skills and experiences needed

No previous experience is required but we are looking for enthusiastic, friendly and welcoming people with a 'can-do' attitude and good people skills. The roles are fairly active and you will need a good level fitness for the role as you will certainly be hitting high step counts on your shifts! You will also be working outside for majority of the role. For those interested in waving our giant Bears flags, you will need to be strong enough to lift and wave the flags at intervals during the game.

### When:

We cover all home matches for T20, Hundred double headers and international matches. Please see our [2025 fixtures here](#)

### Benefits

- Join a friendly community of cricket enthusiasts
- Enjoy the match in the stands around your volunteering duties
- Lunch provided
- Uniform and accreditation provided
- Opportunities to other volunteering experiences at Edgbaston

### How to apply:

If you are interested in joining the Cricketeer team, please express your interest by completing this [ONLINE FORM](#)

**Deadline: 11<sup>th</sup> April**

Interview session will be on Thursday 24<sup>th</sup> April, 6pm at Edgbaston Stadium.

