# Sports Event Volunteer and Workforce Management Training Course

25 – 29 January 2027
Vienna

AGILE LEADERS
Training Center

AGILE LEADERS
Training Center

# Sports Event Volunteer and Workforce Management Training Course

**Ref:** 1610_218872 **Date:** 25 – 29 January 2027 **Location:** Vienna **Fees:** 5700 Euro

## Overview

Sports Event Volunteer and Workforce Management Training Course is a one-week professional course for workforce managers, volunteer leads, venue operations managers, event HR teams, supervisors, and organizing committee coordinators. Participants build a Sports Event Workforce Delivery Pack connecting demand, roles, recruitment, selection, training, accreditation interfaces, rosters, deployment, supervision, welfare, safeguarding, communication, performance, recognition, demobilization, and legacy. Agile Leaders Training Center develops practical event workforce management capability.

## Who Should Attend

- Sports event workforce and volunteer managers
- Venue operations and functional-area managers
- Event HR, recruitment, and training teams
- Volunteer center and accreditation coordinators
- Supervisors and organizing committee coordinators

The course assumes participants support event planning or team supervision, and leaves out employment-law advice, background-check services, payroll administration, and event-specific accreditation system configuration.

## Departments and Industries

The course supports mixed paid and volunteer workforces across sports events, venues, tournaments, community sport, and event services.

- Sports organizing committees and federations
- Stadiums, arenas, venues, and tournaments
- Human resources, volunteer services, and training
- Accreditation, spectator services, and guest operations
- Event logistics, transport, media, and ceremonies

## Learning Objectives

By the end of this course, participants will be able to:

- Build a sports event workforce demand and role plan
- Design volunteer recruitment, screening, and placement controls
- Apply onboarding, training, and accreditation interfaces
- Create rosters, deployment plans, and supervisor briefings
- Use welfare, safeguarding, communication, and incident controls
- Evaluate performance, recognition, demobilization, and legacy

## Course Agenda

### Day 1: Workforce Demand and Role Architecture

- Event Scope and Workforce Demand Model
- Functional-Area Responsibility Matrix
- Paid, Contractor, and Volunteer Workforce Map
- Role Description and Competency Catalogue
- Workforce Assumption and Risk Register

### Day 2: Recruitment, Selection and Onboarding

- Volunteer Attraction and Recruitment Funnel
- Application Screening and Selection Matrix
- Skills-Based Placement and Availability Check
- Offer, Consent, and Data Handling Checklist
- Onboarding Journey and Communication Calendar

### Day 3: Training, Accreditation and Scheduling

- Orientation, Role, Venue, and Leadership Training Pathway
- Learning Attendance and Readiness Record
- Accreditation Data and Access Interface Map
- Shift Demand, Availability, and Roster Method
- Uniform, Catering, Transport, and Equipment Plan

### Day 4: Deployment, Supervision and Welfare

- Check-In, Deployment, and Headcount Control
- Supervisor Briefing and Escalation Card
- Volunteer Welfare and Safeguarding Checklist
- Operational Communication and Issue Log
- Attendance, Performance, and Support Record

AGILE LEADERS
Training Center

## Day 5: Workforce Practice and Legacy

- Exercise: Workforce Demand and Role Review
- Exercise: Selection and Placement Calibration
- Exercise: Roster, Deployment, and Welfare Simulation
- Exercise: Incident Escalation and Recognition Review
- Capstone: Sports Event Workforce Delivery Pack

## Practical Exercises

The course uses suggested activities to turn workforce requirements into controlled event-delivery decisions.

- Suggested activity: calculate role demand and build a functional-area workforce map
- Suggested activity: screen and place volunteer profiles against role criteria
- Suggested activity: resolve a roster shortage, welfare concern, or deployment disruption
- Suggested activity: present a Sports Event Workforce Delivery Pack

## FAQs

### Who suits sports event volunteer management training?

Workforce managers, volunteer leads, event HR teams, venue managers, supervisors, and organizing committee coordinators suit the course when they already support event planning or team supervision.

### How is sports event workforce planning different from general event management?

Sports event workforce planning focuses on role demand, recruitment, selection, training, rosters, deployment, supervision, welfare, performance, and demobilization; general event management covers the wider event scope, schedule, budget, production, suppliers, and stakeholders.

### What should a sports event volunteer role description include?

A role description should state purpose, tasks, location, shifts, competencies, language needs, physical or access considerations, reporting line, training, equipment, conduct expectations, and escalation routes.

### How should volunteer scheduling and workforce deployment be controlled?

Volunteer scheduling and workforce deployment require demand assumptions, availability checks, skill matching, shift rules, check-in, headcounts, replacements, break coverage, supervisor ratios, communication, and change records.

AGILE LEADERS
Training Center

## What supports volunteer welfare and recognition at sports events?

Volunteer welfare and recognition depend on clear expectations, safe work, safeguarding, breaks, meals, transport information, accessible support, supervisor contact, issue escalation, feedback, appreciation, and documented follow-up.

## Conclusion

Participants take back a Sports Event Workforce Delivery Pack. It connects workforce demand, roles, recruitment, placement, training, accreditation interfaces, rosters, deployment, supervision, welfare, performance, recognition, demobilization, and legacy. The pack supports traceable workforce decisions before, during, and after a sports event.