



The Association of Honorary Stewards of the Wimbledon Lawn Tennis Championships

Thank you for your interest in the role of the Honorary Stewards at Wimbledon.

History of the Association

Honorary Stewards first operated at the Wimbledon Championships in 1927 when six volunteers with experience of handling large crowds at rugby matches at Twickenham were enlisted to help direct the public. The number of Honorary Stewards required by the AELTC gradually increased and by 1950, when the Honorary Stewards Association was formed, there were 30 members. The number of visitors to the Championships has grown steadily and this, together with the considerable expansion of the grounds and improvements to the facilities, has necessitated a large increase in the number of Honorary Stewards required. Today there are now over 200 Honorary Stewards serving at the Championships each year.

Honorary Stewards are all volunteers, most of whom return each year, so we recruit a limited number of new Stewards annually. We maintain a waiting list, and Stewards are required to serve a probationary period of two years before qualifying for election to the Honorary Stewards Association.

The wide-ranging role of the Honorary Stewards extends from the AELTC courts and surroundings to the on-day sales queue outside the grounds in Wimbledon Park and as far away as Wimbledon and Southfields Stations. The Honorary Stewards provide a warm and friendly welcome to all who come to the Championships, and help guests to find their way around the grounds.

Role of the Honorary Stewards

The role of the Honorary Stewards is to provide:

- A warm welcome to guests as they arrive at the Championships
- Assistance and information at Southfields and Wimbledon Stations
- Assistance and management of the on-day sales Queue for non Ticket Holders
- Assistance and information to Ticket Holders as they arrive at the Gates
- Assistance and information inside the Grounds including Ticket Resales
- Queue management and advice for guests to Ticket Resales

- Stewarding on Show Courts and outside courts if required
- Working alongside the security and other teams to provide a safe environment for guests inside and outside the grounds

Your commitment as an Honorary Steward

You are asked to volunteer to serve between a minimum of 7 and a maximum of 14 days of the Championships according to one of the following options:

- 7 days – 1st week Monday through to middle Sunday
- 9 days - 1st week Monday through to 2nd week Tuesday
- 10 days - 1st week Monday through to 2nd week Wednesday, with one rest day
- 14 days - 1st week Monday through to final Sunday, with one rest day

You will also be expected to attend a training and a briefing day:

- **Training day** – In advance of the Championships you are required to attend a training day (a Saturday in May or early June) where the detailed duties and responsibilities of the Honorary Stewards will be covered along with practical radio training and familiarisation with all parts of the grounds.
- **Briefing day** – On the Sunday immediately before the Championships there is a briefing day for all Honorary Stewards where operational, security, and health and safety details will be covered.

Championships - Duty schedules will start at 0600hrs, 0800hrs or 2000hrs and may vary. Some night duties may be involved. A typical day is likely to be 12+ hours including breaks.

You will need to be available to work on every day of the Championships, and additionally you may be required on either the first Sunday or the middle Sunday.

Expenses and Allowances

As a volunteer you will not be paid for being a Steward, but you will be able to claim reasonable travel expenses and for those living over 40 miles away from the ground a lodging allowance.

All meals are provided and are paid for using a card that has a fixed daily amount.

You are responsible for providing your own uniform, the details of which will be advised should you be invited to serve. You will receive a small daily allowance to contribute to the cost of buying, replacing and cleaning your uniform.

PERSON SPECIFICATION

Essential requirements:

- The ability to serve for a minimum of the first 7 days of the Championships
- Availability on an annual ongoing basis
- Robust physical health to cope with significant walking and standing and long days
- High standards of personal presentation
- Punctuality and willingness to be flexible: working 12 + hour days and may involve early starts and late finishes depending on play
- A pro-active, flexible approach to work and the ability to cope with changing situations
- The ability to work as part of team or on own initiative, depending on circumstances
- A confident, outgoing and enthusiastic personality
- Good communication skills in English
- Excellent customer awareness and experience of engaging face to face with the public

Desirable:

- Previous volunteering experience
- NVQ 2 Stewarding Qualification
- Knowledge of tennis
- Foreign language skills

Applying to join the Honorary Stewards Association

If you are interested in applying to become an Honorary Steward you will need to complete the application form and return it by email to the Secretary of the Honorary Stewards Association at secretary@hswimbledon.com.

Once you have completed the application form you may be contacted to arrange an interview or attend an assessment day. If successful your name will go on the waiting list and depending on the number of stewards required you may receive an invitation to serve at the Championships. All new stewards should be aware that the first 2 years of service are probationary and will be on a trial basis. During this 2 year period your progress will be reviewed and you may or may not be asked to join the Association at the end of your second year. If you are successful and become a member of the Association it is expected that you will be able to serve at the Championships on an ongoing annual basis.

Should you have any questions, please email your name, address and evening telephone number to the Secretary.

HONORARY STEWARDS' KEY ATTRIBUTES AND RESPONSIBILITIES

1. To provide exceptional service and assistance to members of the public attending the Wimbledon Championships each year.
2. To enjoy dealing with people individually and en masse.
3. To have a calm temperament, sense of humour and common sense.
4. To have a good knowledge of and enthusiasm for the game of tennis.
5. To be able to communicate clearly, convincingly and helpfully with a wide range of people and be prepared to volunteer assistance.
6. To work well within a team, being an active participant: alert, reliable, co-operative and supportive to all team members.
7. To be in good health and sufficiently physically fit to fulfil all the requirements in the role of an Honorary Steward. You may be working for at least 12 hours a day and on your feet for much of that time.
8. To be ready to work long and sometimes physically demanding hours in performing these duties, whatever the weather.
9. To be able, by your performance, bearing and appearance, to uphold the reputation of the Association in its contribution to the success of the Championships.

At all times you will need to abide by the rules of the AELTC and be aware of the security and evacuation procedures in the AELTC handbook.

Please note that being an Honorary Steward does NOT constitute employment and that each year invitations to serve at the Championships are issued annually by the Chief Steward.