



## AMBASSADOR VOLUNTEER ROLES – *Be the Heart of the Fan Experience*



As an ambassador, you'll help bring legendary Irish hospitality to every corner of the Ryder Cup. Whether you're welcoming fans at transport hubs, greeting them at the gates, guiding them through the Fan Village, supporting spectators on course, assisting media teams, or hosting VIP guests, your warmth and enthusiasm will help create unforgettable memories.

Across all Ambassador roles, you will:

- Welcome and engage fans, helping build excitement and a sense of occasion.
- Provide clear information, guidance, and support throughout the spectator journey.
- Support spectators with accessibility needs, ensuring an inclusive and enjoyable experience for everyone.
- Help manage queues and busy areas with positivity, confidence, and calm.
- Work collaboratively as part of a passionate volunteer team that embodies the spirit of the Ryder Cup.
- Contribute to a safe, respectful, and supportive environment for all attendees and colleagues.

Whether you're greeting fans at the airport, guiding them around the course, supporting the Media Centre, or elevating the experience in premium hospitality areas, you'll play a key role in making every moment feel special. Further information on specific Ambassador roles and locations will be shared after the initial recruitment phase is complete.



## MARSHAL ROLES

### **VOLUNTEER SUPPORT TEAM**

#### **ABOUT THE ROLE**

The Volunteer Support Team plays a central part in helping the event run smoothly behind the scenes. Based in Volunteer HQ, you'll support the day-to-day needs of the volunteer workforce – from welcoming volunteers at check-in to managing volunteer welfare, distributing clothing and accreditation, and coordinating catering and equipment. Your care and attention help create a positive, well-supported environment where every volunteer can perform at their best.

#### **WHAT DOES THE ROLE INVOLVE**

- Volunteer Welfare – proactively managing overall welfare and providing appropriate support to all volunteers.
- Administrative Support & Clothing Distribution – overseeing volunteer clothing distribution and maintaining accurate size and quantity records.
- Accreditation Distribution – managing accreditation distribution and ensuring accurate records in the volunteer CRM.
- Catering Requirements – liaising with the Championship Services Manager to coordinate volunteer food with onsite catering.
- Equipment Allocation – distributing essential items such as 'Keep Quiet' boards at course locations.
- Volunteer CRM Management – supporting daily CRM operations, working with role managers, supervisors, and volunteers for smooth system use.
- Volunteer Reception – providing a welcoming Meet & Greet for volunteers at key reporting times.
- Communications Monitoring – managing volunteer communications to ensure timely and effective information flow.

#### **WHAT SKILLS ARE NEEDED**

- Knowledge and experience in a golf environment
- Warm, supportive, and highly organised
- Clear communicator who enjoys helping others
- Highly organised and confident managing operational tasks and records
- Calm, proactive, and solutions-focused
- Team player with a positive attitude

## **VOLUNTEER TRANSPORT SUPPORT TEAM (onsite / oncourse)**

### **ABOUT THE ROLE**

The Volunteer Transport Support Team is responsible for assisting key transport operations across the event, helping to move players, media, VIPs, officials, and volunteers efficiently around the venue. You will play an important role in implementing the course evacuation plan and ensuring smooth logistics throughout the site. You will also support the event's accessibility programme to ensure inclusive access for all. Volunteers in this role must be flexible, responsive, and confident operating vehicles such as buggies or evacuation buses. This is a dynamic and rewarding role where flexibility and teamwork are key.

### **WHAT DOES THE ROLE INVOLVE**

- Assist with the implementation of the course evacuation plan Transport players, media, VIPs, officials, and volunteers when required
- Support volunteer movement on and off course to support operational efficiency
- Assist in delivering the event's accessibility programme, providing transport support for individuals with mobility needs, ensuring inclusive access to all areas of the venue. Operating buggies or other designated vehicles and offering respectful, proactive assistance where required

### **WHAT SKILLS ARE NEEDED**

- Knowledge and experience in a golf environment
- Confident in operating vehicles such as buggies or evacuation buses
- Clear communicator who remains calm under pressure
- Flexible and responsive to changing operational needs
- Helpful and respectful when assisting individuals with mobility needs
- Team player who works well within a coordinated system



## HOLE MARSHALS

### ABOUT THE ROLE

Hole Marshals play a vital role in managing spectator movement and safety around individual holes, helping to create optimal playing conditions for competitors. Positioned at allocated holes, you will guide spectators, manage crowd control at tees and crossing points, assist with ball spotting, and uphold the Ball Strike Policy (training provided). Your awareness and calm direction help maintain both safety and atmosphere.

### WHAT DOES THE ROLE INVOLVE

- Manage spectator movement to support player safety and visibility
- Control crowds at tees, greens, and crossing points to maintain clear pathways
- Assist with ball spotting to help maintain pace of play
- Understand and respond appropriately under the Ball Strike Policy
- Support media, officials, and TV crews navigating busy areas

### WHAT SKILLS ARE NEEDED

- Knowledge and experience in a golf environment
- Observant, calm, and confident in guiding crowds
- Enjoy working outdoors in dynamic environments
- Clear communicator with a reassuring presence
- Team focused, with willingness to follow agreed policies

## MOBILE MARSHALS

### ABOUT THE ROLE

Mobile Marshals are responsible for managing spectator movement while walking with an allocated match on course. You will work closely with Hole Marshals to maintain smooth crowd flow, particularly around tees, crossing points, and ball landing areas. You will help ensure clear sightlines, assist with ball spotting, and support a safe, respectful, and enjoyable environment for both players and spectators.

### WHAT DOES THE ROLE INVOLVE

- Walk with a match to guide spectators respectfully and safely
- Support Hole Marshals at tees, landing areas, and crossing points
- Help identify and communicate ball locations within landing zones to support pace of play and player experience
- Help maintain smooth flow of spectators on-course

### WHAT SKILLS ARE NEEDED

- Knowledge and experience in a golf environment
- Observant and proactive
- Confident walking long distances over varied terrain
- Friendly but clear in guiding crowds
- Strong teamwork and communication



## GRANDSTAND MARSHALS

### ABOUT THE ROLE

Grandstand Marshals are responsible for the safe and orderly management of spectators in designated grandstand areas. You will oversee spectator entry and exit, manage noise levels to maintain a respectful environment, and ensure aisles, entrances, and exits always remain clear. You will be familiar with evacuation procedures and ready to support security staff in the event of an emergency. You will also be aware of any reserved seating and work closely with ticketing and hospitality teams to ensure the grandstand operates smoothly and safely.

### WHAT DOES THE ROLE INVOLVE

- Manage safe entry and exit of spectators
- Monitor and manage noise levels during play
- Maintain unobstructed aisles, entrances, and exits
- Support evacuation procedures if needed
- Manage any reserved seating areas and work alongside ticketing / hospitality staff to ensure safe operation of grandstands

### WHAT SKILLS ARE NEEDED

- Knowledge and experience in a golf environment
- Calm, clear, and confident when guiding groups
- Friendly and professional manner
- Observant with strong awareness of surroundings
- Team-focused, helping maintain a positive environment



## ACCESSIBILITY TEAM

### ABOUT THE ROLE

The Accessibility Team play a vital role in ensuring that all spectators, volunteers and guests with accessibility needs have a safe, comfortable and inclusive experience through the Ryder Cup. You'll support individuals with mobility needs around the venue, coordinate transport assistance with the Transport Team, and provide offering guidance and information, and helping individuals navigate the site with ease. You will be trained to respond sensitively and professionally to any accessibility-related concerns, ensuring that the Ryder Cup remains welcoming and accessibility to all.

### WHAT DOES THE ROLE INVOLVE

- Assist spectators and guests with mobility or accessibility needs
- Coordinate buggy or shuttle services with the Transport Team
- Provide guidance to accessible viewing areas and facilities
- Offer respectful, proactive assistance and information
- Liaise with operations, security, and hospitality teams

### WHAT SKILLS ARE NEEDED

- Warm, patient, and respectful communicator
- Empathy and sensitivity when supporting individuals
- A calm and reassuring presence
- Comfortable coordinating with multiple teams