



The FUFA Volunteer Programme

(FAQ)

1. WHEN CAN I APPLY AS A VOLUNTEER?

Our application platform open on Friday 31st May 2024 and end on 2nd June 2024

2. HOW LONG CAN I APPLY AS A VOLUNTEER?

The programme is valid until the end of the day for the match/es

3. I'M ALREADY REGISTERED. DO I HAVE TO APPLY AGAIN?

Yes. Every time the advert is run you have to re apply to express interest

4. WHY SHOULD I APPLY AS A VOLUNTEER FOR [The FUFA Volunteer Programme](#)

This is a once-in-a-lifetime opportunity to be part of a top football event – plus, you will strengthen your skills and learn more, such as planning, guiding, transporting, welcoming teams, carrying flags and meet a lot of amazing people! You will basically discover a unique experience.

5. WHO CAN APPLY?

The [FUFA Volunteer Programme](#) is open to everyone! You only have to be 18 years or older on May 1st 2024 – and if you're motivated and available on the relevant dates – we'd love to hear from you! Depending on the role you apply for, further criteria and availability requirements may apply.

You should be fluent in English, Kiswahili and Luganda OR at least a combination of two languages.

6. I DON'T LIVE IN THE HOST COUNTRY OF THE EVENT BUT WANT TO VOLUNTEER, IS THIS POSSIBLE?

Required volunteers should be living in the host country (Uganda)

7. HOW CAN I APPLY?

You will visit the FUFA website, where you will download an attached application form, fill it by providing information about yourself, your experience, availability, etc and submit.

In case of any inquires, please send to volunteers@fufa.co.ug.

8. IS THE VOLUNTEER PROGRAMME OPEN TO ALL?

FUFA values diversity and strive to be inclusive in everything we do. We aim for everyone to have equal access to our organisation irrespective of any characteristics or personal traits. If you have any particular requirements with respect to the recruitment or interview process, please mention this in your application so that we can ensure adaptations are made when barriers are identified.

9. HOW MANY DIFFERENT ROLES CAN I VOLUNTEER IN?

Volunteers are usually assigned to one main role. You'll be able to tell us which ones you prefer on your application. Depending on your extra availability, we may be able to assign you extra assignments.

10. IS ACCOMMODATION PROVIDED FOR VOLUNTEERS?

Unfortunately, we don't provide any accommodation for our Volunteers, so we recommend that you have somewhere to stay near the venue. The FUFA Volunteer Management team will

check possibilities for discounted accommodation, but without guarantee.

11. ARE TRAVEL EXPENSES COVERED FOR VOLUNTEERS?

Unfortunately, we don't cover travel costs for Volunteers. Volunteering is a voluntary and unpaid commitment; however, selected successful volunteers will receive a variety of other benefits and have an experience of a lifetime by being part of a FUFA event.

12. WILL MEALS BE PROVIDED?

Yes, all Volunteers will get free food and a drink while volunteering.

13. WILL I RECEIVE A UNIFORM FOR MY MISSION?

Yes, you will get a reflector jacket as uniform, which you will hand over back to The FUFA Volunteer Management team after the match.

14. WILL I RECEIVE A TRAINING AHEAD OF MY MISSION?

All Volunteers will receive training specific to their role. Depending on your role, your training may be online, in person or both. More information is available at a Volunteer Kick-Off event and through an e-learning in the Volunteer Platform.

15. HOW MANY DAYS AM I EXPECTED TO BE AVAILABLE TO PARTICIPATE?

The minimum time commitment will vary depending on the role you're applying for. In any case, it is required that you are available at least on match day as well as on the training days. Make sure you provide accurate information about your availability on your application and during your interview. There will be a variety of roles that require different time commitments – which we hope will allow as many people as possible to take part.

16. DO I NEED TO HAVE EXPERIENCE IN VOLUNTEERING?

No. Anyone can apply to volunteer, even if it's your first time. You'll be given the chance to state in your application form why you would be suited to the role and detail any skills or experience you have.

17. WHAT ARE THE NEXT STEPS ONCE I HAVE SUBMITTED MY APPLICATION?

If your application is successful, you'll be invited to attend an interview, either onsite or online.

18. WILL I ALSO RECEIVE FEEDBACK IF I AM NOT ACCEPTED AS A VOLUNTEER?

Yes, all applicants will receive feedback, regardless of whether they are accepted, placed on the stand-by list or rejected.

19. WILL I GET TICKETS TO A MATCH?

Unfortunately, we cannot provide tickets for the game/s.

20. I AM A PERSON WITH A DISABILITY. CAN I ALSO BECOME A VOLUNTEER?

Yes, of course. It is important to us that everyone can be part of the Volunteer Programme.

21. WILL I BE AUTOMATICALLY ACCEPTED AS A VOLUNTEER AFTER APPLYING?

No. If the application is successful, the first step is an interview appointment. Then we will inform you once you are selected as a Volunteer.

22. MY AVAILABILITY HAS CHANGED. WHAT SHOULD I DO?

If you receive an invitation for an interview, we will discuss your availability and can adjust it. In case of major changes, you can also contact the FUFA Volunteer Management team.

23. I HAVE APPLIED AS A VOLUNTEER BUT WANT TO WITHDRAW MY APPLICATION. WHAT SHOULD I DO?

If your plans change and you can no longer participate as a volunteer, please contact the FUFA

Volunteer Management team as soon as possible or alternatively via email at volunteers@fufa.co.ug

As a volunteer at [The FUFA Volunteer Programme](#) you can experience more than 25 different work areas and positions. This will give you an overall picture of what's going on behind the scenes.

Before the start of the tournament, each volunteer is trained for the assigned work area, so that they are perfectly prepared for the start of the event.

- Access control
- Accreditation
- Anti-Doping
- Broadcasting Services
- Ceremonies
- Concessions & Catering
- Event transportation
- Fan Welcome & Info
- Fan zone
- Guest Management & Protocol
- IT
- Marketing activities
- Competition organisation
- Media Operations & Services
- Logistics
- Safety & Security
- Social media
- Social responsibility
- Technical Services & Overlay
- Ticketing
- Medical Activities
- Volunteer Management
- Youth Program