

NOC ASSISTANTS/NOC SERVICES SUPPORT PERSONNEL - FAQs

Matching

1 How do we match volunteers to the position?

Volunteers will be matched based on their preferences, availability (time commitment criteria) and skill set.

2 Can volunteers change their assigned role?

They will have to decide on the same day, and approach other FAs for another volunteer role.

Games Time Commitment

1 What is the time commitment?

If possible, we'll like them to be available the whole time, between 10 to 28 August. We will align their assignment start/end to the arrival/departure dates of the team delegation. Otherwise, we'll require a minimum of 7 days, working in shift during Games time, of which 4 days must be consecutive. If we can't accommodate their timings, please refer them to another FA.

2 When will they know their NOC allocation, schedule and roster?

The NOC allocation and start/end dates will only be released after the completion of all training. The roster will be done by the Chef de Mission of their designated NOC – the details of the roster will be available during Games time. Generally, they'll be given an off day for every 4 consecutive days of work.

3 What happens if they cannot turn up for duty during Games time?

Volunteers are required to inform their team leader and/or supervisor as soon as possible if they are not able to turn up for duty. This will allow their team leader and/or supervisor sufficient time to make other arrangements.

4 What happens if they withdraw before start of the Games or during Games?

Volunteers are required to inform SYOGOC/their team leader/supervisor as soon as possible. They must return all uniform, equipment and accreditation issued to them.

Pre-Games Commitment

1 How many training sessions are there and what are they like?

There are about 3 face-to-face training sessions that they will need to attend. The training is to equip them with relevant resources and tools to carry out their assignment. It will be conducted between February to July 2010, held on weekdays evenings or over the weekends.

2 What if they are unable to make it for training? Are there any make-up sessions?

Not all the training sessions have make-up sessions. It is highly recommended that they try to keep to the schedule as the training will assist them in performing their role. We will give early notice for training dates.

Uniforms, Meals, Transport and Mobile Phone Allowance

1 Are uniforms provided?

Uniforms will be provided to all selected volunteers who have completed training and meet the time commitment criteria.

2 Are meals provided?

Meals will be provided when they are on duty.

3 What about transport?

They will be given a pre-paid public transport card which they can only use on their duty days.

4 Will there be any mobile phone usage allowance?

We are still working out the details but we will share it with the volunteers once it's firm (only for NOC Assistants). No mobile phone usage allowance for NOC Services Support Personnel.

NOC SERVICES

NOC Assistant

Purpose	The NOC Assistant is a SYOGOC team member with NOC Services. You will work under the direct supervision of the Chef de Mission (Head of team delegation) while continuing to report to NOC Services.
Task	<ul style="list-style-type: none"> ▪ Act as liaison between NOC Services and the Chef de Mission. ▪ Act as knowledge resource to the Chef de Mission. ▪ Work and liaise with relevant SYOGOC staff. ▪ Manage and resolve issues raised by the Chef de Mission; if not, inform and/or escalate them to assigned supervisor. ▪ Report to and work closely with assigned SYOGOC supervisor. ▪ Provide interpretation assistance when necessary. ▪ Any other duties assigned by the Chef de Mission.
Time Commitment	10 to 28 August 2010 (Depending on arrival/departure dates of the assigned NOC team delegation).
Skill Requirements	<ul style="list-style-type: none"> ▪ Good communication and interpersonal skills. ▪ Enjoy working in a team-oriented environment. ▪ Ability to think on the job and possess initiative. ▪ Ability to cope with diversity in a fast-paced environment. ▪ Ability to speak multiple languages (English and preferably the language of the delegation that you are assigned to)
Deployment	Singapore 2010 Venues
Benefits	<ul style="list-style-type: none"> ▪ You will gain a memorable experience in the 1st Youth Olympic Games. ▪ You will gain insight and exposure to Games time operation. ▪ You will have an opportunity to meet and work with people from different countries and cultures.

