

Everyone's London 2012



Candidate Pack

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Great jobs, great venues, great Games

The London Organising Committee of the Olympic Games & Paralympic Games (LOCOG), will oversee the planning & development of the London 2012 summer Olympic & Paralympic Games. LOCOG will deliver the best possible Olympic & Paralympic Games experience for everyone involved, ensuring a real legacy & inspiring people to join in and truly make these 'everyone's Games'.

Organising the Games is a huge challenge. With 26 Olympic Sports and 20 Paralympic Sports, it is the equivalent of staging 46 World Championships simultaneously. We will organise these across 36 competition venues, with 14,700 athletes, 21,000 media and broadcasters, and 10.8 million ticket-holders

Our vision is to use the power of the Games to inspire lasting change. We need remarkable people to help us and we are looking for talented, dedicated people to work across a wide range of roles either directly with LOCOG or with contractor organisations that will provide Games time services in security, retail, catering, hospitality and cleaning.

You could be joining a project that happens only once in a lifetime. Working for London 2012 is your chance to share a moment of history – not just in the UK, but on a global stage.

In order to stage a Games for everyone, we must create a truly inclusive culture where diversity is valued and celebrated, a culture where everyone feels welcomed and respected. Diversity and inclusion is an important part of the 2012 Games and must remain at the very heart of everything we do. We strive to ensure that everybody, regardless of background, circumstance or disability, will have the opportunity of experiencing the Olympic Games and Paralympic Games in 2012.



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Catering/Hospitality

Food Service Assistants / Chefs / Baristas/Kitchen Porters / Waiters / Bar Staff

14 million meals, 40 locations, 24-hour availability. Catering doesn't get much bigger than an Olympic Games and is recognised as being the 'largest peace-time catering operation in the world'. An operation on this scale is a unique challenge, and requires great people to help deliver it. This is your chance to get involved in one of the most exciting catering challenges in the world.

Working in Olympic catering, you will be one of the most visible faces of London 2012. You will work with a wide array of customers, including visitors, officials, broadcasters and athletes, preparing and serving a food made to exacting standards.

The highs...

Catering is one of the most exciting areas of the Olympic and Paralympic Games. Preparing and serving meals for diverse array of people, including athletes, international visitors and officials is a massive draw. Catering will create a great team atmosphere, with everyone relying on each other to make the operation work. All jobs pay at least London Living Wage.

... and possible lows

With so many customers, and 24-hour availability, you will need to work hard, and you may have to work long hours. You may need to carry weight of up to 10 lbs. You will need to be flexible: preparing food and serving diners one moment, and clearing tables and washing dishes the next.

Sample catering role

Front of House Food Service Assistant

Responsibilities and tasks include:

- Serving food and drink, in some cases including alcohol
- Clearing and cleaning tables
- Taking cash or vouchers or handling card payments

Skills preferred:

- Good customer service
- Good English communication skills
- Enthusiasm for the role

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Cleaning and housekeeping

Working at the London 2012 Games offers an once-in-a-lifetime opportunity to be at the very heart of the largest sporting event in the world. The people who work on the Games are a critical element in making the Games a success. Venue cleaners and housekeepers play an important role in making sure venues are ready for spectators, visitors have a positive experience and athletes can focus on their most important job – competing for gold.

As a venue cleaner or housekeeper in the Games, you will be working with a passionate, like-minded team to help create the best experience possible for other workers, visitors, officials and athletes.

The highs...

Many positions are based in some of the iconic venues located on the Olympics Park such as the Aquatics Centre, the Velodrome and the Olympic Stadium. Others will be working in the Athletes Village, around athletes and officials. The job also pays London Living Wage.

... and possible lows

The work can be hard, and you may have to work long hours. It can be repetitive, and you may need to work accurately and quickly while under pressure in order to get your job done on time.

Sample role

Venue Cleaner

This role is responsible for cleaning a designated zone as allocated or working as part of a response team across the venue as directed.

Responsibilities and tasks include:

- Picking up rubbish, toilet cleaning, window cleaning, sweeping, mopping, vacuuming carpets, emptying bins and sanitising facilities
- Operating handheld cleaning equipment such as vacuum cleaners, carpet extractors, blowers and litter pickers

Skills preferred:

- Good customer service
- Cleaning experience
- Passion and enthusiasm

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Retail

Supervisors/ Sales and Stock Room Assistants

The London 2012 merchandise programme is a key channel through which the general public will participate in the London 2012 Olympic and Paralympic Games, as well as providing essential revenue to enable the successful staging of the Games. By Games time, more than 10,000 different London 2012 branded products that will be on sale; from pin badges to fine jewellery, toys to kitchen linen.

As a retail assistant in the Games, you will work in a fast-paced environment with a team of knowledgeable, passionate people.

The highs...

Most positions are based on the Olympic Park, affording you a chance to see the sports venues up close. You will have opportunities to meet a huge number of people from all over the UK, Europe and the world.

... and possible lows

The work is pressured and can be challenging, but you need to be friendly and approachable at all times. Whilst you will be located on the Olympic Park or at other competition venues for your working hours, you will be inside a megastore or an in-venue concession stall so may not be able to see any actual sport.

Sample retail role

Retail assistant

Responsibilities and tasks include:

- Selling London2012 branded products to visitors
- Handling cash
- Being friendly and approachable
- Maintaining an excellent level of product knowledge

Skills preferred:

- Previous retail experience
- Excellent customer service
- Good team-working and communication skills



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Security

Security Officers and Supervisors

G4S are the world's leading security solutions group with operations in more than 120 countries and over 625,000 employees worldwide. G4S is proud to be the Official Security Services Provider to the 2012 Olympic & Paralympic Games.

With thousands of security staff needed at Games time, we are starting our recruitment now.

While the majority of this work will be at the 2012 Olympic Games and Paralympic Games (within London and outlying areas) there may be opportunity for paid* work with G4S prior to the Games. **Please note that pay rates vary per assignment.*

Working as a Security Officer or Supervisor means that you'll play a vital role to ensure a safe and secure Games. You will need to use your communication and interpersonal skills, coupled with the ability to remain calm under pressure, to think quickly on your feet and maintain your professional manner.

Skills Required

- A current **SIA Door Supervisor** licence
- Ability to demonstrate a high standard of customer service
- A good standard of verbal and written English communications (ideally you will already hold a GCSE at A-C or an NVQ at level 2 or above)
- Eligible to work in the UK
- 5 year verifiable work/ life history
- Ability to work hourly based shifts

Skills preferred

- Relevant industry or sector experience *is desirable*

To be considered for a **Supervisor** role you also need one years plus industry experience, preferably in a supervisory role, and to demonstrate the skills and abilities to be an effective Supervisor at our assessment days.



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CV Hints and Tips

Once you have identified an opportunity you are interested in applying for you must:

- Ensure that your CV is tailored to the Person Specification – it is important to make your CV as relevant to the opportunity as possible – cover all points.
- Think about what transferable skills you may have and remember that skills and experience gained in voluntary work, overseas, or in your private life are just as relevant as those gained in a paid job.
- Do not leave large chunks of time unexplained on your CV.
- Do not put on the CV your Date of Birth or National Insurance Number
- **Always** put bullet points on the first page of the CV that directly relate to the key skills and qualifications asked for in the job description. Employers don't have time to work out whether your skills match their requirements – Do not assume that the employer knows what you did as a cleaner or shop assistant – You must make it clear on your CV.
- Ensure that there are no mistakes on your CV.
- Upload your CV against the role you are interested in.
- Don't wait until the closing date to upload your CV.

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Interview Techniques

Preparing for interviews

Research, research, research: Find out as much about the company as possible – its people, its products, services and mention some of the things you have found out. The web is a great way to research such information.

The basics:

- Turn up on time
- Bring any documentation that has been requested
- Look smart and presentable
- Remember your interviewer's name
- Eat a light snack a while before to stop "rumblings"
- Be prepared for group session assessments or interviewed by more than one person

Make an impression:

- Don't talk too quickly
- Keep eye contact
- Come with some questions prepared and try to relax and smile!

Do's and Don'ts

Do's:

- Be positive, sit up straight and keep arms uncrossed
- Listen and look interested!
- Concentrate and make frequent eye contact
- Reply to questions clearly and concisely
- Remember to turn off your mobile phone
- Do some research on the company before your interview. (visit a store and checkout the website)

Don't:

- Be late – arrive 10 minutes early
- Criticise current or previous employers
- Interrupt the interviewer – although they may interrupt you

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- Be afraid to sell yourself – you want this job!
- Get stressed! You have the skills and experience, relax and be yourself

Questions the you may be asked :

- Why do you want to work for this company?
- What excites you about the Olympic Games?
- Tell me about your experience working in customer service for example?
- What can you bring to this position?
- How would you describe yourself?
- Tell when you have worked in a busy environment?
- What experience do you have working in a team?
- When have you had to meet a deadline to get the job completed?
- Do you have any questions about the job?

Additional Information can be found on:

www.adecco.co.uk

www.direct.gov.uk

www.monster.co.uk

www.bradleycvs.co.uk

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London 2012 - Workforce Accreditation

As part of the broader security strategy for the Olympic Games, all people working at the Olympic Games either directly with LOCOG or one of their contractors are required to undergo a background security check known as *accreditation*. This process applies to the entire workforce used at all competition and non competition venues across the UK.

What is accreditation?

1. *Security Clearance*

A background check performed by HM Government. This is not the same as a Criminal Records Bureau (CRB) check.

2. *Access Pass / Operational tool*

Accreditation ensures that individuals have the quickest and safest access to venues where they are required to attend, in order to perform their official function.

Who needs accreditation?

Workforce

- LOCOG: paid staff & volunteers
- Contractors workforce, Sponsor Service Providers / Partners (including Security & Law Enforcement)

Olympic / Paralympic Family

- National Olympic / Paralympic Committees
- Press
- Broadcasters
- Other Olympic / Paralympic Family

How do you get accreditation?

- Individuals can not request accreditation – all accreditation applications must come from a 'Responsible Organisation' and must relate to an official Games function or role.
- For workforce purposes, a 'Responsible Organisation' will either be LOCOG or one of its contractors (employers providing services for LOCOG at Games time such as catering and cleaning).
- The 'Responsible Organisation' submits the required data into an accreditation database which is then sent to the Home Office for security checks. A response is sent back to the accreditation database.
- If outcome is positive, the individual is then scheduled to attend the UDAC (Uniform Distribution & Accreditation Centre) to be issued with a uniform and accreditation card.

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- If response is negative, the submitted data will be double checked for accuracy and resubmitted if any errors are found. If the original data submitted was correct, no further attempt at accreditation will be made.

What information will I need to provide for accreditation?

Right to work

- You must be eligible to work in the UK at the time of the Olympic and Paralympic Games which are being held from the 21st July to the 9th September 2012.
- If you require a UK work permit or visa this must be valid until the 9th of November 2012

Identification

- Photographic identification is required as part of the accreditation process. This must be either a valid passport or a UK photocard driving licence (provisional or full). The same photographic ID used for the accreditation application must be used when attending the UDAC to collect a uniform and accreditation card.

Individuals will need to need to provide the following information:

- Full Name & any previous names
- Date of Birth
- Gender
- Place of birth
- Nationality
- Phone number & email (optional)
- ID documentation information
- Visa details (if applicable)
- Address history covering previous 3 years
- Declaration of any unspent convictions

What are the timescales for accreditation?

- Contractors will be able to submit accreditation applications for their Games time workforce from December 2011, and will be encouraged to submit candidates for accreditation as early as possible.
- From submission of data to receiving an outcome, the accreditation process will usually take a month to six weeks. Thereafter, scheduling to the UDAC will be dependent upon the role and required start date.
- 100% of accreditation applications must be complete by April 21st 2012
- It is anticipated that as many as 350,000 accreditation applications will be processed by Games time.

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How to Apply

For Contractor job opportunities

Visit - www.direct.gov.uk/en/employment/index.htm

Or call 0845 155 2012

For LOCOG job opportunities

Visit - www.London2012.com

Residents of the 6 Host Boroughs.

If you live in one of the 6 Host Boroughs you may be eligible for additional support in applying for Games time or LOCOG jobs via the local jobs brokerage organisation. See contact details below

London Borough of Barking and Dagenham

Dagenham Job Shop

Unit 5, the Mall, Dagenham, Essex, RM8 1YT

Tel: 020 8724 8877

Email: dagenhamjobshop@lbbd.gov.uk

www.barking-dagenham.gov.uk

London Borough of Barking and Dagenham

Barking Job Shop

Vicarage Field Shopping Centre, Station Parade,

Barking, Essex, IG11 8DQ

Tel: 020 8724 8870

Email: barkingjobshop@lbbd.gov.uk

www.barking-dagenham.gov.uk

London Borough of Greenwich:

Greenwich Local labour & Business (GLLaB)

Work and Learn Centre, 3 Green Place, North Greenwich, London SE10 OPE

Tel: 020 8858 7792

Fax: 020 8293 4745

Email: localjobs@gllab.org.uk

www.greenwich.gov.uk/gllab

London Borough of Hackney:

On-Site

Hothouse, 274 Richmond Road, London E8 3QW

Tel: 020 7275 7843

Fax: 020 7923 7898

Email: onsiterecruitment@tng.uk.com

www.hackney.gov.uk/on-site-hackney-recruitment-centre.htm

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London Borough of Newham:

Workplace

Boardman House, 64 Broadway, Stratford, E15 1NT

Tel: 020 3373 1101 / 0203 3373 6600

Fax: 020 3373 4414

www.newhamworkplace.co.uk

London Borough of Tower Hamlets

Skillsmatch

10 Heron Quays, London, E124 4JB

Tel: 020 7364 3727

Fax: 020 7515 4291

Email: skillsmatch@towerhamlets.gov.uk

www.towerhamlets.gov.uk/skillsmatch

London Borough of Waltham Forest

Worknet

2-4 Cathall Road, Leytonstone, E11 4LF

Tel: 0845 604 2012

Email: Worknet@kennedyscott.co.uk

www.walthamforest.gov.uk/index/business/economic-development/worknet.htm