

Abstract

Title: The competency profile of the coordinator of volunteers at a sports event

Objectives: The main aim of this thesis is to create the competency profile of the coordinator of volunteers, primarily from the perspective of volunteers, for the needs of organizers of sports events especially in the Labe aréna Račice. The secondary tasks are to create the same profile from the perspective of managers, then from the perspective of volunteers and managers and to compare those particular perspectives.

Methods: The thesis combines qualitative and quantitative methods. Based on expert literature studies and interviews with the coordinators of volunteers and other managers of sports events a list of competencies necessary for the effective work of the coordinator of volunteers was created. Then the importance of individual competencies was evaluated by written questioning of volunteers at the 2019 Junior and U23 Canoe Sprint European Championships.

Results: The created competency profile includes 20 competencies that were evaluated by volunteers as the most important ones. These are competencies falling into the competency group *personal characteristics: positive, trustworthy, responsible, diligent, friendly, mentally resistant, with natural authority, rational and calm*. From the group *skills, abilities, experiences* there are: *being able to deal with people, decision making skills, the ability to improvise, crisis management, independence, organizing, distribution of tasks, deployment of volunteers, being able to explain something, communication skills and adequate control*. In 20 the most important competencies there wasn't any from the group *knowledge, education*, as well as in the competency profiles from managers' perspective and from the perspective of the both groups of respondents. From the comparison of volunteers' and managers' perspective it was found that statistically insignificant differences in averages are in 73% of all competencies.

Keywords: competence, competency model, managerial competencies, sports manager, volunteering, volunteering in sport