

Top Tips

Events – Information for Event

Volunteers



Introduction

Nearly six million people in England are sports volunteers and without them many sports events in England simply would not happen. They are vital to all events be they large scale such as the Olympic/Paralympic Games or small community activities.

Why volunteer for an Event

You will get more out of your experience if you select an event opportunity which gives you some positive personal outcomes as well as supporting the community, sport and club. You may want to try something new as a possible career change, learn new skills or improve your communication skills, - the list is endless. You will gain much from the experience if you enjoy the 'buzz' and excitement of large groups of people.

	Information
Ways of Finding an Event	<ul style="list-style-type: none">• Family or friends involved with the organising club or sport• National Governing Bodies of sport (NGBs)• County Sports Partnerships (CSPs)• Local Authority Leisure departments• The local volunteer bureau• Event Volunteer programmes that some cities have e.g. London 2012• Timebank• Local clubs/organisations• Do It Online volunteering directory do-it.
What you should expect from an Event Organiser	<p>Before the Event (Ideally in a Volunteer Handbook)</p> <ul style="list-style-type: none">• The aim of the event• Role outline detailing the tasks to be completed• Arrival time and where you are expected to be• Location and where and to whom you should report• What you should wear• Whether food or drink will be available (for anything over half a day food should be available)• Information on breaks• Any travel/car-parking information/passes• Code of Practice (see below)• Health and Safety information• Any forms, which may need to be completed and returned i.e. CRB/emergency contact details etc.• Expense claim form• All contact details for the organiser and details for emergency procedures, first aid location, key contacts etc <p>During the Event</p> <ul style="list-style-type: none">• Regular breaks / access to drinks• Safe activity environment

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	<ul style="list-style-type: none">• Effective lines of communication to the Event Organiser• Any equipment necessary for completing your tasks• Support to help you complete your tasks <p>After the Event</p> <ul style="list-style-type: none">• Thank you for your contribution• Feedback on the success of the event• Payment of allowable expenses
What an Event Organiser will expect from you	<p>To ensure that Events are well organised, they require a certain level of service and discipline from their workforce. This is often driven by health and safety issues. An Event Organiser will expect:</p> <ul style="list-style-type: none">• Commitment (maybe in writing) and reliability• That you can do all you say you can• Punctuality, flexibility and honesty• Neat and tidy appearance with a uniform where provided• Teamwork and good communication with the ability and willingness to take orders and efficiently carry them out• Willingness to undertake any training required• Willingness to meet deadlines• Willingness to follow Health and Safety guidelines• That you want to have fun! <p>You are an Ambassador for the Event Organiser and the organisation running it.</p>

Codes of Practice and Discipline

Many events, particularly those involving young people, are now introducing a code of practice for participants, spectators (including parents), volunteers, coaches and officials. It is particularly important to provide good role models for young people, but it is also important to ensure that volunteers at all events are polite to each other, their coordinators and people attending. The type of things you may find in a code of practice are, Policy on alcohol and drugs; Equal opportunities good practice; Child protection good practice; Smoking policy; Commitment to respect other team members, volunteers and participants.

Some codes of practice may contain other issues which may be specific to an organisation or activity, e.g. some organisations need to be very careful about confidentiality, and you should be prepared to sign and adhere to any reasonable code of practice. Event Organisers really don't like disciplining volunteers, because they are so valuable to them, but they will if serious breaches of the code of practice are made.

Further Information

The runningsports website (www.runningsports.org) has useful resources, including Quick Guides "Managing Events", "Promoting and Marketing your Club", "Effective Communication" "Organising Fixtures and Competitions", "Fundraising, Grants and Sponsorship", and "Volunteers", along with other downloadable resources Top Tips, Role Outlines and information on training including workshops and workbooks. Alternatively, telephone the runningsports Hotline on 0800-363373.

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Other Organisations worth checking out

Local Authority	www.direct.gov.uk	Local Volunteers centres	www.volunteering.org.uk
Do It Organisation	www.do-it.org.uk	Sport England for details of NGBs/CSPs	www.sportengland.org
Timebank	www.timebank.co.uk	2012 Olympics	www.london2012.com

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