

Event Volunteering Guide

Swimming

Role Descriptions, what to expect when you volunteer, and more

Field Of Play roles: *(on or near poolside)*

MARSHALLING



Marshalls are part of a team who are responsible for checking that athletes are present and ready to compete. Swimmers will go to the marshalling area prior to their race, where our volunteers will put them in order of their heat and lanes. The marshalls will guide the swimmers to the starting blocks ready to race.

This role requires you to be organised and manage time effectively. This role can be fast-paced, and you will work as part of a marshalling team.

You will get breaks during warm-ups, starting about 10 minutes before the end to get the first heat ready

Results runners are vital to ensuring the information from the timing suite reaches the officials, announcers, and athletes. As the name suggests, this role involves a lot of steps around the venue, taking the important messages to where they need to go.

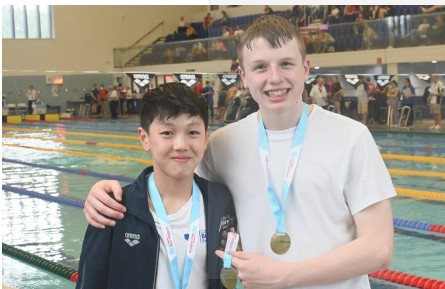
You will need to be responsive and good at listening to and understanding instructions quickly.

This role is required during the racing, and so breaks will be taken during warm-ups.

RESULTS RUNNER



MEDAL TABLE



Medal table volunteers are responsible for distributing medals following the results of the competition. Athletes will approach the desk when they have placed 1st, 2nd, or 3rd in their event, and are awarded a medal at the medal desk

This role requires you to be great at communication, and organised, as you will need to keep track of who has collected their medal.

The medal table is needed intermittently, when there has been an event that awards medals. This will mainly be during the finals session (mid-afternoon), but there are 1 or 2 other events throughout the day.

Front Of House roles: *(entry to the venue, 'desk' roles)*

Spectator Ticketing involves managing the queue for spectators, checking their tickets as they come through, and giving them a stamp to confirm they can enter. You may also need to direct them to how they buy a ticket on the door.

For this role you will need to have great communication skills, as you will be talking to a lot of people as they come to watch the event.

This role is required the most during the busy entry period, approximately 30 minutes before warm-up starts. There will always be 1-2 people on the door and breaks will rotate between volunteers.

SPECTATOR TICKETING



ACCREDITATION DESK



Accreditation Desk volunteers will manage the entry and exit point by poolside. They will check the accreditation of incoming coaches, team managers, volunteers, and event staff, to ensure they have visible and approved accreditations in order to access poolside.

This role requires great communication skills, as well as confidence to ensure only authorised people can enter onto poolside.

This role will be active at all times of the event with 1-2 volunteers on the desk, but it will be busiest in the morning from 7:30-9:00.

What to expect when volunteering at a Swimming Event:

Swimming competitions are usually split up into multiple 'sessions', which consists of a warm-up and a handful of events that are to be swum. Depending on the size of the event, there will be 1-4 sessions per day. For our largest Championships, we have 3 sessions; morning, afternoon, and evening (finals). Each will last from 2-5 hours. When you sign up to volunteer with us, you will give your availability based on the day, and the sessions, that you can volunteer at.

For some of the roles, we need to start early, before the swimmers get in the water. For example, warm-up starts at 8:00am, and so parents will drop their children off and start queuing for the spectator seating from 7:15am. The volunteer coordinator will let you know when you need to arrive at the venue depending on which role you are doing, and what event it is.

When you get to the venue, you will have been given a place to meet your volunteer coordinator. Here, you will get a volunteer t-shirt and have a brief introduction to your role. You will work alongside others that have volunteered before, and can ask the volunteer coordinator for support if you need any help.

Good to know for when you volunteer with us:

- Poolside is very warm, wear what you feel comfortable in! We would recommend sports leggings or trousers that will keep you cool. We will provide you with a t-shirt to wear when you get there. If you are not on poolside (front of house), consider bringing some layers in case you get cold.
- There is car parking on-site, as well as road parking with a 5 minute walk of the venue. There are bus routes to right outside the venue, and a train station a 20 minute walk away.
- If you are doing multiple sessions, we will ensure there is a break between, and you will be provided with lunch between morning and afternoon sessions. Breaks will depend on the role you are doing, as some need to be done at all times, but you will always be given time off when you need it.
- We will pay travel expenses, to make sure you aren't out of pocket by helping us. We will give you the expense form when you are at the event, and will process it as quickly as we can.
- If you want to try different volunteering roles, you can let us know beforehand, or tell the volunteer coordinator on the day, and we will do our best to move you around. We want to ensure you enjoy the day.
- If you want to watch some of the event, for example if you have a friend racing, you just need to let the volunteer coordinator know, and they will ensure your role is covered while you are away.

Food, breaks, and expenses:

- Volunteers are usually offered food and drink during their time at the event, but this differs depending on the event, and you should ensure you read the expense policy and any information sent to you prior to the event.
- You will have the opportunity to take breaks throughout the event, these may vary based on the role you do and when we need you to be in post, but your coordinator will arrange this with you on the day. Please just ensure you return to the role when the coordinator asks you to.
- Expenses are provided at all WMR swimming events, You will receive information on the policy, and how to submit a claim, via email following sign-up to the event. Please ensure you read the policy carefully and ask if you have any questions.