

# Volunteers Wanted

## What is Civil Service Live?

Civil Service Live events are interactive and practical events bringing together civil servants working in government departments and agencies, and private sector organisations. The events provide an opportunity to learn and collaborate, share ideas and network with your peers.

CS Live is in its ninth year. This year's events will focus on:

- Skilled people
- Effective leadership
- Improved outcomes
- A great place to work.

Across all regions there will be the opportunity to hear from senior leaders, attend interactive workshops and network with colleagues. There will be an exhibition and opportunity to sign-up for mentoring on the day.

## Volunteers

We need the help of some enthusiastic volunteers on the day. Help required will include welcoming and escorting speakers and guests, managing registration and delegates in seminar rooms and roving mic responsibilities.

This is a great opportunity to fulfil a corporate contribution objective and attendance counts as one of your five a year learning opportunities, and of course, there will be time to listen in on seminars yourself.

We will need volunteers to fill several different roles on the day, each as important as the next. A brief description of the roles is included at the end of the request. Where possible we will allocate jobs according to individual preference, although unfortunately this will not be possible in all cases. Volunteers will be told which roles they will be fulfilling as soon as numbers are confirmed.

What is expected of you?

Civil Service Live T-shirts will be provided for all volunteers. We ask that you wear these at all times so that you are easily recognisable – although of course whilst off duty you are free to wear what you like.

We also require you to attend a briefing session. These will be offered the day before the event, or on the morning of the event for those who can't get time off work. The times and locations will be

confirmed to you after the volunteer registration has closed.

These briefing sessions will include an introductory talk and explanation of how things will run on the day. A tour of the venue will follow so volunteers are familiar with the room locations.

Volunteers will need to arrive one hour before the event starts for a morning briefing. We will allow time for volunteers to take short breaks around the workshops they are staffing. This year, we have asked you to commit to a half day session to allow you to spend the other half of the day looking around the exhibitions or attending sessions as a delegate, as opposed to as a volunteer. If, however, you feel you are able to commit to a full day rather than a half day, we'd be really grateful, and would ask you to select a registration ticket for both the morning and afternoon sessions at your chosen event.

Unfortunately we are not able to provide overtime, accommodation or travel and subsistence; these will need to be claimed from your own teams/departments so please ensure your line manager is aware of this.

## **How to get involved**

If you would like to volunteer for any of the events, please register as a volunteer on the Eventbrite site here by 7 May 2016. You will be prompted for a password to access the site. The password is "Support".

You will then be able to select a ticket for the session or sessions you wish to attend and will be prompted to enter your details.

We'll then drop you an email towards the end of May to confirm the timings of the volunteer briefing sessions and confirm which role you have been allocated to.

You'll also need to register as a delegate at the event on [www.civilservicelive.com](http://www.civilservicelive.com) to enable us include you in the numbers of attendees at each event for our venues, and to enable you to book to attend and any sessions at the event whilst you are not doing your volunteer role.

# **Civil Service Live 2016: Volunteers' overview**

## **Registration Assistants**

Your role will be to direct delegates to registration desks, or to entry points if they have pre-registered and help prevent bottlenecks at the busiest times of the day. You will also be on hand to assist delegates if they require assistance. The registration area will be extremely busy at certain times of the day and your assistance is absolutely vital to enable the process to run as smoothly and quickly as possible.

## **Welcome/Information desk**

There will be an Information desk at all five venues and it's a key part of making sure that all the attendees know what is happening on the day and know where to go. The information desk will have programmes that will contain all the info you would need, and we'll make sure you have access to maps of the venue, the WiFi password and a walkie-talkie so you can liaise with our team on anything urgent.

## **Seminar Room assistants/microphone runners**

Your job will be to monitor delegates as they enter each seminar, checking their seminar booking confirmation and supporting attendees with specific needs. You will also be on hand to direct individuals to seats if necessary and make a judgement on when/whether to allow individuals without booking confirmation into the session, and on when to close the door to new delegates entering the room (either when the room is full or the seminar is beginning). Additionally, you will be in charge of the roving microphone in the Q&A session, ensuring the microphone is switched off when not in use.

For some of the larger sessions you may also need to help delegates access the Civil Service Live app if the presenter is asking the audience to vote or comment on the session, using the app.

Speaker welcome and liaison

Working with our Civil Service Local lead and theme leads we may need individuals to welcome our speakers on arrival, to take them to where they need to be, offer refreshments and generally be on call for whenever they, or the VIP speaker assistants, need assistance. You'll also be on hand to deputise for the VIP speaker assistants when they are on their breaks.

## **Floor Guides**

Essential to the smooth running of the event, you will be stationed at various points in the venue,

and be responsible for directing delegates to where they want to go and be ready to offer assistance to anyone who needs