

What to expect when volunteering

Every competition relies on the dedication of volunteers to run smoothly. Enthusiasm and a genuine passion for helping others are the most important qualities you can bring. With those, you're already off to a great start! Everyone begins somewhere, and a fresh perspective is often valuable.

Some roles may require specific skills or training, and we'll provide any necessary training to ensure you feel confident and supported.

Swimming competitions are typically divided into multiple sessions, each including a warm-up followed by a series of events. When you sign up to volunteer, you'll indicate your availability by day and session.

Certain roles require an early start, before swimmers enter the water. For example, warm-up for the first session begins at 12:25 p.m., and parents start arriving and queuing for spectator seating around noon. The volunteer coordinator will confirm your arrival time based on your assigned role.

When you arrive at the venue, you'll meet your volunteer coordinator at the designated location. There, you'll receive a volunteer t-shirt and a brief introduction to your role. You'll work alongside experienced volunteers and can always reach out to your coordinator for guidance or support.

Refreshments will be available for officials and volunteers. Please bring a refillable bottle, there will be water re-fill points in the venue .

CHIEF STEWARD/ PROMOTER - SARAH WHITBREAD

Main responsibilities:

- Ensure smooth running of the Event and assist volunteer leads with any issues
- Ensure changing rooms are being used properly
- Answer any questions from parents, etc. arising before or during the gala by reference to the Promoter, Referee or other person as appropriate.
- Be available to attend to any help needed by other officials during the gala.
- Liaise with Centre Management during the gala regarding timing & issues

Front of House

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.

- Managing the queue for spectators
- Checking/Selling spectator tickets and issuing wristbands to spectators to allow for re-entry
- Deal with spectator questions and escalate any major issues to the Promoter for resolution
- Provide information and directions to key areas such as the correct venue entrances for each group
- Sell merchandise
- Sell raffle tickets, organise the raffle draw and prizes

Announcer

- Reports to the Promoter at the start of the warm up
- Makes the safety announcement at the start of the event
- Needs to be a good sight reader and comfortable tackling unfamiliar names
- Announce each event and heat number
- Ask swimmers to report to marshals
- Announce results/winners

Refreshments

- Ensure refreshments are available before the meet starts and during breaks.
- Keep the refreshments area tidy and stocked throughout the event
- Check that all volunteers/officials on poolside have enough water to drink
- Hand out sweets/poolside snacks to officials/volunteers

Accreditation Team

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

- manage the entry and exit point by poolside
- 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

Marshalling Team

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.

Race Marshalling Area on the changing room side adjacent to the small pool, swimmers can be allocated heats and wait as a heat on the balance benches. Balance benches will be positioned under the balcony so swimmers can progress to the start in heats.

Chief Marshall

- Responsible for organising the swimmers into heats using the heated Programme and Marshalling / heat sheets
- Ensure that **Event/Heat to Marshall signs** are displayed as high as possible above the Heated Programme displayed on the wall for swimmers to inform coaches & Team Manager which event should be sent to the marshalling area.
- Send swimmers to the Starters Assistant/ Blocks Marshall to wait for their race.

The swimmer in the first lane for the heat is given the race sheet to take to the Blocks. If a swimmer is absent, please put a line through the name so that the Starters Assistant is aware and can inform the Referee.

Warm-Up Marshall

- Ensure the training sessions run to time and the correct people are in the warm up pool at the correct time
- To ensure all training and warm-up procedures are followed to maintain the safety of the Athletes
- Assist with clearing the pool at the end of warm up including, the removal of personal training equipment and drinks bottles

Assistant Marshall

- Ensure the swimmers for the next event or series of heats are in the marshalling area
- Find missing swimmer/s and request Team Managers locate missing swimmers
- Send swimmers in their heat / lane order to the Starters Assistant

Starters Assistant/ Block

- this role is positioned near the starter
- checks the correct swimmers have been sent and then takes each swimmer to their lane based on the heat sheet provided by the swimmer in the first lane, after the preceding race has started.
- Provide Heat Sheet to the Chief Time Keeper & the Referee &/or starter informed if there is an empty lane.

When the races are short (eg 50m events) multiple heats may be lined up behind the blocks). NB only line up multi heats with the Referee's permission

If one of the lanes in a heat is empty and multiple heats are lining up make sure the swimmers stand back and only move forward with the correct heat group.

Team Managers

- Manage the swimmers on entry to the changing rooms and at poolside
- Inform the Chief Marshall if a swimmer decides to withdraw after the programme has been printed
- Take swimmers for each event together to the marshalling area when requested by the Event / Heat Marshalling signs.

Make sure the swimmers inform you if they are leaving poolside to go to the toilet. There should be a constant flow of swimmers in the marshalling area, but not so many that the area is congested – the signs will advise when heats should be dispatched – 50m events are likely to be split.

Results Team

Volunteers should be comfortable working with computers under time pressure. Ideally, they should already be proficient in the use of the Meet Manager software prior to the event.

- Take control of the meet files
- Co-ordinate withdrawals process and ensure all changes are made
- Manage the production and distribution of heated race sheets (swimmer lane allocation for a heat of an event) during warm up
- Manage computer results systems
- Ensure that all times are recorded correctly and any DQs are filed with the relevant documentation
- Manage the production of results sheets to relevant personnel and publication around the venue and on Meet Mobile
- Ensure that all documentation is filed

Runners

- Distribute reports – Heat Sheets, Results Sheets etc. around the pool building.
- Heat Sheets must be distributed to Coaches, Team Managers, Officials and Marshalls.
- Results must be posted on the wall near the medals team and on the wall in the spectators area.

Medals Team

Medal table volunteers are responsible for distributing medals following the results of the competition. The results sheets arrive at the medals table once all the heats of each event have been swum and once the winners have been determined.

- Using the provided Results Sheets, check the athletes placed 1st, 2nd and 3rd in each age category in the event and issue a Gold, Silver or Bronze medal accordingly.
- Ensures all medals collected are accounted for/marked on the results sheets. *Be diligent with the correct awarding of the medals.*
- Returns all remaining medals (uncollected or spare) to the Promoter, along with the signed results sheets, at the end of the event.