

A Brilliant Civil Service



Volunteer for Civil Service Live 2019

Get involved in Civil Service Live and help support the delivery of the largest Civil Service event

The schedule for Civil Service Live 2019 has been confirmed:

- Tuesday 4 June 2019: [EICC](#), Edinburgh
- Thursday 20 June 2019: [Exeter University](#), Exeter
- Tuesday 25 June 2019: [ICC](#), Newport, Wales
- Thursday 27 June 2019: [NEC](#), Birmingham
- Thursday 4 July 2019: [St James' Park](#), Newcastle
- Tuesday 9 July 2019: [Manchester Central](#), Manchester
- Tuesday 16 and Wednesday 17 July 2019: [QEII](#), London

Why should I volunteer?

This year over 19,000 civil servants are expected to attend the eight events across the country and we need your help!

Over 1,800 civil service volunteers ensure the events run smoothly and that everyone attending has the best experience. This is a great opportunity to be involved in the biggest Civil Service event of the year and fulfil a corporate objective contribution. Of course there will be time to join in yourself and attendance counts towards your personal learning.

What is expected of volunteers?

Every volunteer will be given a branded Civil Service Live T-shirt so they are easily distinguishable during the events, and we ask that you wear this at all times. Of course whilst you are off duty you are free to wear whatever you like.

We also require volunteers to attend a briefing session on the day before the event, or on the morning of the event for those who are not able to attend these. These briefing sessions will include an introductory talk and explanation of how things will run on the day and include a tour of the venue so you are familiar with the

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room locations. The exact times will be confirmed to you in May 2019, but the briefing sessions usually take place at 4pm - 5pm on the day prior to the event.

Where access to the venue is not possible additional arrangements will be communicated in advance. For a morning briefing volunteers will need to arrive one hour before the event starts.

We allow time for short breaks through the day and around the workshops for all volunteers.

We have asked you to commit to a half-day session, either morning or afternoon, to allow you to spend the other half of the day looking around the exhibitions or attending sessions as a delegate.

If however you feel you are able to commit to a full day rather than a half day we would be really grateful. To volunteer for a full day you would just need 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.

What roles are available?

Registration Assistants

- 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
- Assist at registration desks and entry points
- Welcoming everyone and checking tickets and passes
- Be on hand to help 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 and Information desk

- This is a key role in helping attendees know what is happening on the day
- Direct people around the venues and show them where to go for different sessions
- You will be a font of knowledge and help ensure the day runs smoothly
- The information desk will have programmes that will contain all the information 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.

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Seminar Room Assistants

- Monitor delegates as they enter seminars
- Check booking confirmations
- Support attendees with specific needs
- Be on hand to direct individuals to seats if necessary
- Make a judgement call on admitting attendees who have not booked a place
- Also responsible for roving microphone(s) during Q&A sessions

Speaker Liaison

- Work with a Civil Service Local lead and theme leads to welcome speakers on arrival
- Show speakers to where they need to be
- Escort them around the venue
- Offer refreshments
- Generally be on call for whenever they or their aides need help

Floor Guides

- You will be stationed at various points in the venue and will be responsible for directing delegates
- Offering general assistance throughout the day
- Supporting the delivery of sessions at certain zones, ie. Spot Mentoring and Civil Service Connect

Where possible we will try to allocate volunteers their role preference, although this will unfortunately not be possible in all cases. Volunteers will be told which roles they will be fulfilling in advance of the events.

How do I get involved?

If you would like to volunteer for any of the events, head to the “**How can I get involved?**” tab on www.civilservicelive.com and follow the instructions in the volunteer section.

Thank you for helping to make this the best Civil Service Live yet!