Magic and Mayhem 2018: Volunteering at the event

Thank you for taking the time to look at the volunteer pack for Magic and Mayhem 2018. This event is for Rainbows and Brownies, to give them a taste of a large scale event at one of our centres.

The event runs from Saturday 9 June to Sunday 10 June; however, it is preferable for volunteers to arrive at the site on Friday 8 June (PM) so that they’re ready for a full day on the Friday. If you are a Team Leader, you will need to be available on site from Friday 8 June (PM).

You will be allocated to a specific volunteer team for the duration of the event. While we cannot guarantee your first, or in some circumstances second, choice regarding the volunteer team you will be in, we do ask that you state your preference and why you think that particular team is right for you. For all roles you will need to be efficient, hardworking and a good team member. Specific experience is not necessary, but enthusiasm is!

During the build phase, leading up to participants arriving, and the take-down phase once they’ve left, it is likely that you will be asked to help out other teams, depending on the areas that need the most support. Please be prepared to muck in - this will enable us to get jobs done as quickly as possible.

This is a great opportunity to gain experience within specific roles, to be part of a national Girlguiding event and to meet up with old friends as well as make new ones.

We look forward to receiving your applications.

Magic and Mayhem Team
Facilities Team

The Facilities Team might not necessarily have the most glamorous job on site, but their role is a very important one, ensuring the smooth running of the event and the enjoyment of all participants.

Although not an exhaustive list, please find below the types of jobs you are likely to undertake within this role.

- Catering support - coordinating the queues to the catering marquee, delivering hand-washing facilities, ensuring rubbish is put in the correct bins, helping the Catering Team to deliver the catering.
- Cleaning - emergency clean-ups where needed, toilet cleaning, hut cleaning and general cleaning around the site.
- Toilet roll re-stocking - ensuring all toilets (fixed and portable) are fully stocked with toilet roll at all times.
- Rubbish collection - collecting rubbish from all campsites, ensuring rubbish is collected from all communal areas (including activity marquees).
- Recycling - helping to deliver efficient recycling throughout the site, collecting recycling from campsites and distributing accordingly.
- Tea and coffee station - setting up tea and coffee stations at all sites, keeping all tea and coffee stations fully stocked, keeping the Leaders’ lounge fully stocked.

Maintenance Team

This team’s role will mainly be reactive, depending on what’s happening on site and what’s needed. It will not be a large team, so it is likely that extra people will be required from other teams to help during the build and take down of the event.

Although not an exhaustive list, please find below the types of jobs you are likely to undertake within this role.

- Central marquee maintenance - opening and closing the marquees each day, ensuring there is no damage, reporting any extensive damage to appropriate people, monitoring the state of marquees and re-pegging/pitching where necessary.
- Maintenance call-outs - being on call for the duration of the weekend, dealing with any problems efficiently as and when they come in. These could include the following:
  - drain problems
  - tap problems
  - moving fences.
- Transporting items - moving large items around the site where needed (eg craft items, shop products etc).

Please make it clear on your application form if you hold a full current driving licence.

Security Team

The Security Team will ensure the security of not only the participants on site, but also of the bands and VIPs backstage.

Although not an exhaustive list, please find below the types of jobs you are likely to undertake within this role.

- Main gate security - providing consistent cover of the main gate throughout the main hours of the event on a rota basis, ensuring only authorised personnel are given access to the site, communicating with the main Planning Team in the event of unauthorised personnel people arriving.
- First Aid support - working with the First Aid Team where appropriate to coordinate any emergency services required on site.
- VIP security - welcoming VIPs in a professional manner, ensuring VIPs are able to gain entrance to the site, delivering VIP guests to the appropriate team member.
- Car park - coordinating car parking for participants and visitors.
- Arrivals and departures - working with the Meet and Greet Team to coordinate the arrival and departure of all participants, liaising with the team member in the car park to coordinate sending coaches back and forth along the drive, ensuring participants who are dropped off independently are taken to the appropriate place.
Meet and Greet Team

The Meet and Greet Team will act as ‘Games Makers’, working with all other teams to ensure the smooth running of a fantastic event. The role is varied and exciting.

Although not an exhaustive list, please find below the types of jobs you are likely to undertake within this role.

- Shuttle bus transfers (organisation) - organising the timings of the shuttle buses, letting all participants know the timings of the return shuttle bus.
- Shuttle bus transfers (on the buses) - being present at all pick-up points to show participants where to wait, manning each bus to provide reassurance for participants travelling to and from the venue.
- Arrival greeters - greeting buses on arrival, showing participants where to go to check in, where to wait and then the direction of their campsite.
- Movement of participants - meeting participants at designated points and leading them to their activities throughout the site.
- Runners - acting as support to key personnel throughout the weekend as required.
- Marshals - marshalling activities and marquees, including inflatables and activity tents.
- Reception and Information Team - covering a central information point throughout the weekend, answering all relevant questions from participants.
- Lost property - dealing with lost property as part of the Information Team.
- Swap shop - covering the swap shop at set hours, enabling participants to swap activities where they would like to and where possible.
- VIP assistance - acting as tour guides for VIP visitors, showing them around the site and activities.

Activity Instructors

We’re anticipating high numbers of participants for Magic and Mayhem 2018, and to ensure everyone is able to take part in the instructor-led activities we will need to utilise our incredible volunteers alongside our staff members. In order to be an activity instructor at the event, you will need to hold one of the relevant qualifications listed below. Please make this information clear on your application form.

List of qualifications

- Archery - GNAS.
- Climbing and Abseiling - Girlguiding Level 1 Climbing and Abseilling.

Activity Team

To make sure we deliver a fantastic event full of fun and excitement for all our participants, we will need a large Activity Team.

Although not an exhaustive list, please find below the types of jobs you are likely to undertake within this role.

- Delivering activities - there may be opportunities where you’ll have to run small activities or games with groups of participants
- Supervising the craft and activity tents - engaging with participants to explain activities, helping to solve problems, moderate use of craft equipment, assisting to marshal queues as needed.
- Supporting external activity providers - providing assistance to deliver activities, liaising between central team and external activity providers to ensure the smooth running of activities.
- Meet and Greet support - assisting the Meet and Greet Team with moving participants to and from activities.
First Aid Team

At such a large event with so many people on site, a keen and competent First Aid Team is essential to ensure the safety of the participants. You must hold an appropriate qualification for this role. Please make sure this information is clearly marked on the application form.

Note: All equipment is provided.

Although not an exhaustive list, please find below the types of jobs you are likely to undertake within this role.

- Provide central first aid - acting as the first point of call for participants when they are out exploring the site and may not be accompanied by a Leader.
- First aid for small injuries - providing initial first aid for small injuries, such as cuts, scrapes or burns.
- Provide support for Leaders - acting as first aid support for Leaders when they require a second opinion.
- Security Team support - working with the Security Team to coordinate site access for emergency services if required, liaising with the central Magic and Mayhem team to keep them fully informed.