



So you want to become a Volunteer

Updated October 2023

Welcome

This booklet has been designed to help you decide what role you would like to undertake as a Torfaen Dolphins Volunteer. Each section gives an overview of the role, useful information to assist your role and a checklist to ensure you have covered everything the role entails before, during and after the event.

There are a mixture of new and experienced volunteers on poolside at each event, so you will never be left on your own as there will always be someone to ask for advice.

If you are interested in being a volunteer at our next event talk to any of the committee members or coaching staff at poolside alternatively email Becky Southwood on competition@torfaendolphins.com.

What roles are available?

You are able to apply for any role in this booklet except for the Chair, vice-chair, Club Secretary and the Treasurer positions. These roles are part of the Executive Committee and are voted in at the Annual General Meeting each year. If you are interested in becoming an executive member or wish to sit on the Torfaen Dolphins Committee to have a wider say in the running of the club, contact Mark Broom on secretary@torfaendolphins.com.

Some roles require consistency and have longstanding members. These are indicated with an asterisk. These roles are offered periodically, so if you are interested let a committee member know and you will be informed when the role is free

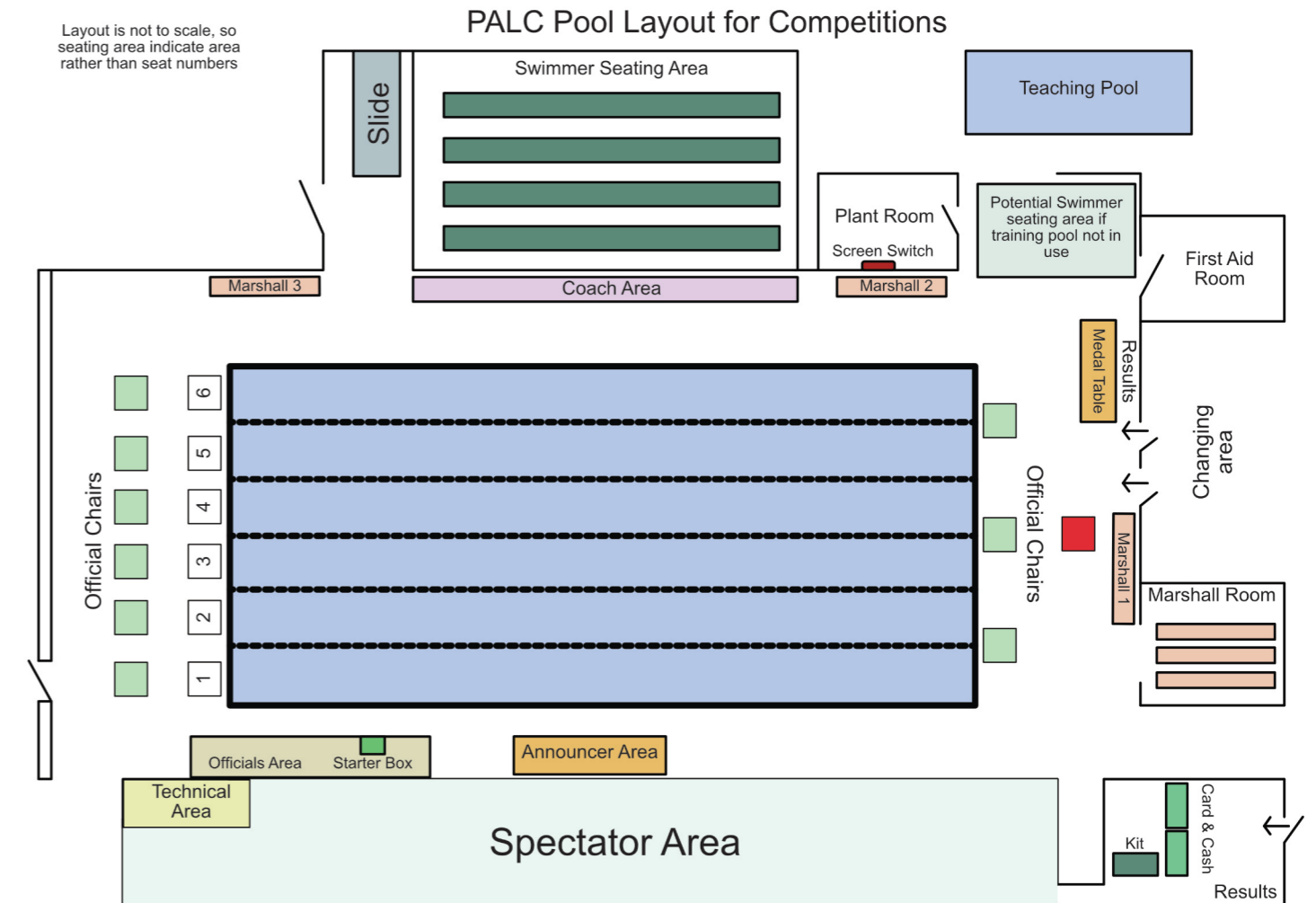
The remaining roles on offer are below:

Event Manager
 Runner
 Marshalling
 Technical Team*
 Event Hospitality

Official Co-ordinator*
 Announcer
 Door Team
 Medal Table
 Competition Secretary*

Pool Layout

Many of the roles contained in this booklet mean you will either be on poolside or strategically placed around the spectator area. The diagram below outlines the main area that volunteers will frequent and will provide an idea of the amount of walking entailed. For example if you would like to increase your daily steps the runner role is the one for you.



You can take on more than one role during an event or change roles by day or session. The club relies heavily on volunteers and we are here to help and support you whilst also making the event enjoyable for you.

Many parents start with volunteering and then move on to coaching or becoming an Official. If you would like to chat about any additional role not covered by this booklet contact Mark Broom on secretary@torfaendolphins.com who will advise and talk you through the next steps.

Club Secretary

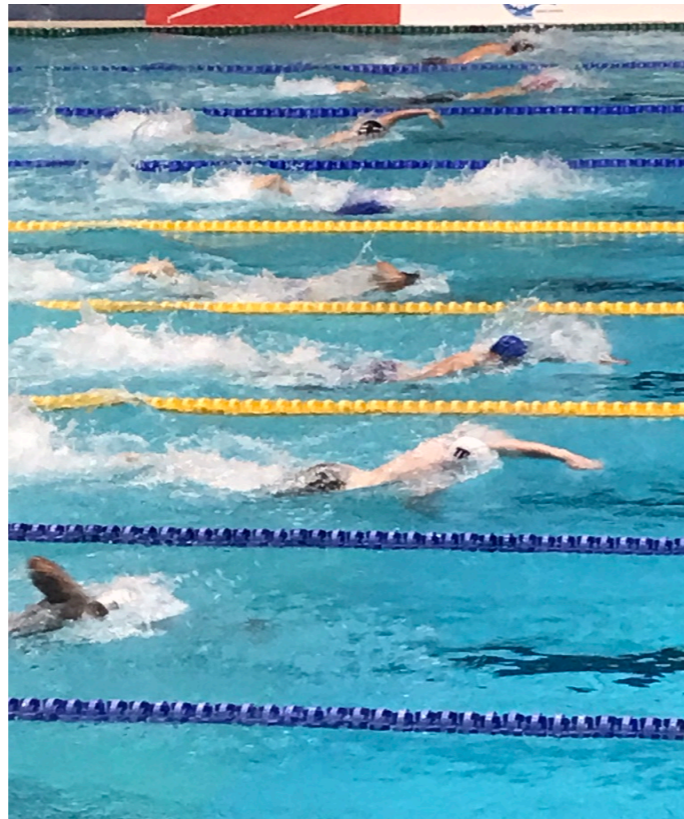
The club secretary's role starts well before the event. It involves close liaison between the Head Coach, Treasurer and Competition Secretary to decide and publish the competition schedule for the season. The race schedule will then be published to the committee and minuted.

Once the race schedule has been confirmed the club secretary's role is to

- ensure the pool is available and booked,
- Ensure Torfaen Leisure Trust are aware of the club's requirements, to include
 - Pool set-up
 - Official Room
 - Refreshments (if required)
- Organise and obtain Licenses from Swim Wales.
- Book technicians (Long Course)

Once the event is over the club secretary,

- convenes a committee meeting to evaluate the event and look for positive and negative comments to improve efficiency moving forward.
- Provides feedback to TLT
- Ensures the license compliance report is sent to Swim Wales within five working days of the event.



Competition Checklist

- Publish to the committee a race schedule for the season
- Book pool and inform TLT of club preferences
- Obtain License number for event
- Book technicians for long course

Important links

Swim Wales Licensing Page:

<https://www.swimwales.org/events-2/event-license-application/>

TLT Booking:

Bookings@torfaenleisuretrust.com

Treasurer

The Treasurer role is to ensure that all invoices are paid and to have oversight of all expenses in the lead up to the event. All incomes and expenses are agreed and paid through the Treasurer.

Prior to the event the treasurer's role is to ensure that the meet does not make a loss. To ensure this the treasurers must be:

- At the heart of all discussion linked to the event
- Be informed in good time of any sundries or external payments to be made such as
 - technicians
 - Pool decorations
 - Official expenses or accommodation
 - equipment
 - Marketing
 - catering

After the event the treasurer will ensure that all invoices are paid in good time.

The treasurer will provide the committee with a breakdown of expense and an overall cost to the club



Competition Checklist

- Pay invoices
- Approve expenses
- Organise and pay for accommodation (Long Course only)
- Organise and pay for caterer
- Organise and pay for disco (If necessary)
- Provide a statement of accounts to the committee

Event Manager

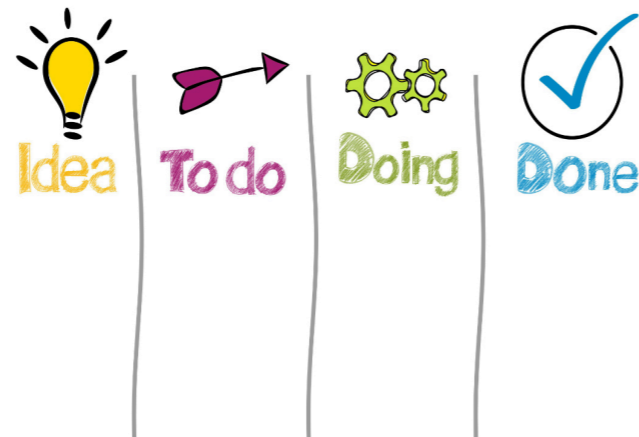
Once all the bookings are made, it is the Event Manager's role to organise the gala to completion. This will involve organising event meetings leading up to competition day and liaising with TLT staff and the lead referee during the gala.

This is a key role and involves the coordination of volunteers, liaising with TLT and acting as an event promoter to ensure the lead referee has information on any safety issues and the number of para swimmers and any adaptations needed.

In the lead up to the gala, a call will be made to members to volunteer for roles. This will be collated and roles allocated. A lead marshal will be allocated from this list to ensure the smooth movement of swimmers around poolside.

Although ultimately the responsibility of the TLT, the event manager will be on the look out for the safe movement of swimmers, proper use of equipments and the general well-being of spectators. Any issues will be reported to TLT.

The role of the event manager is laid down in the Swim Wales Licence Compliance Report. This is a checklist that is signed off by the event manager during and after the event.



Competition Checklist

- Organise, publish and manage volunteer rota list
- Allocate lead marshal
- Check poolside and equipped is safe for competitive swimming
- Liaise with TLT staff
- Liaise with race referee providing information about the number of para swimmers and any adaptations needed

Official Co-ordinator

The number of officials needed for any gala is governed by Swim Wales license requirements and as such will vary with event. It is important that the gala exceeds the minimum requirements to ensure the event is license compliant to allow competition times to be uploaded for ranking.

The official co-ordinator role starts as soon as a competition date has been set. Initially it is important that we have a race referee available as they are essential for licence compliance and more importantly for the smooth running of the event.

Once the race referee is booked the official co-ordinator will seek to ensure we have sufficient officials with appropriate qualifications at poolside.

The official co-ordinator may also be involved in training of new officials and would be responsible to ensure that any new volunteer is mentored by an experience official.

At Torfaen Dolphins we have traditionally provided wine/ chocolates for all officials as a thank you for volunteering their time. The purchase (in conjunction with the treasurer) and distribution is co-ordinated through this role and happens at the final session of the event.

Competition Checklist

- Book Race Referee
- Ensure sufficient number of officials with appropriate qualifications to satisfy license compliance
- Liaise with race referee providing information about the number of officials and qualification
- Ensure sufficient mentorship for inexperienced officials
- Distribute wine etc. at the end of the gala.



Competition Secretary

Once the event date is published and the pool has been booked it is the competition secretary role to ensure we have swimmers to compete. This role starts early in the planning process and continues up to the start of the event.

The competition secretary's role ensures we have sufficient swimmers to make the meet a success. This starts with publicising the event on the Swim Wales portal and informing coaches throughout the area that we have an upcoming meet.

The secretary will send out invites to external clubs and internal members.

Alongside the invites the secretary will ensure all entrants have paid and will work closely with the treasurer. Coach passes are also issued

In preparation for the gala a meet pack will be produced alongside an event schedule, warmup times and start lists.



Competition Checklist

- Advertise event on portal
- Send out invites
- Produce a meet pack
- Warm up times and event schedule
- Coach passes
- Publish start lists

Runner

Looking to increase your steps, then the runner role is for you. The runner links with the technical team and will be handed four copies of race results. These will be distributed to:

- Medal Table
- Announcer

The remaining two sheets will be displayed on the walls of the

- Upstairs balcony
- Poolside

Sheets are fixed to the wall with blue tac and are positioned as indicated on the layout map in the front of this booklet

Medal Table

The medal table is generally situated at poolside and is staffed by two volunteers. The runner will provide the race results periodically throughout the session. It is the role of the medal table to distribute medals and keep an accurate record of who has been given what.

Medals will be provided by the treasurer/competition secretary and due to the nature of the event the medal table will be busy towards the end of the session. As such it is important to realise that you will be one of the last leaving as medals will be awarded following the last event.

Announcer

The announcer is the voice of the gala and working alongside the race referee dictates the pace of the gala. You can volunteer for the gala, the day or a session and you will be supported throughout the meet by a variety of volunteers.

The announcer will read the race safety briefing at the start of each session, announce the event and participating swimmers and read out the race results. Working closely with the door team the announcer will read out the raffle ticket numbers at the end of the gala.

The announcer will use the TLT speaker and microphone and additional batteries should be available.

Marshalling

Marshalling is the seamless movement of swimmers from marshalling room to starter blocks. It involves a team of marshals checking and organising swimmers in time for their event.

There is generally two marshals managing the marshal room and three other stations each staffed by a volunteer. Over seeing this process we have a lead marshal who is experienced in the role and will help and support as needed.

To undertake the role Marshals need a starter list, pen and a lot of patience. The announcer will call swimmers to the Marshal room where they are grouped into their heat and lane. Swimmers are then moved around the pool in marshal stations until they arrive in good time at the starter blocks.

Event Hospitality

Poolside

Based mainly at poolside this role ensure that all volunteers are well hydrated during the session. The volunteer will provide drinks and sweets at regular intervals during the session.

Event Hospitality attracts a number of young volunteers and so part of the role will be supervision.

Officials Room

The official room will need set-up ensuring sufficient tables and chairs (TLT staff should have the room setup prior to event). If necessary, there may be a need to ensure sufficient supplies for hot beverages in the officials room if this is not provided by the caterers. In some events snacks may be provided and this will be discussed during the pre-event briefings. Officials leave their valuables in the room and it is important that TLT staff are reminded to lock the door at the start of each session.

Door Team

The door team ensure there is safe entry to the spectator area and that all individuals have paid.

The role entails setting up the front desk for cash/card payments. Supplying programmes as needed and managing raffle sales.

In some event there may also be a kit sales table that will sell items not available on the VX3 website such as towels and water bottles etc.

Technical Team

The technical team ensure the timing pads are in place and connected to the starter box, strobe light (if needed) and the computers. The officials and starter initiate the race and when the swimmer touches the pads will press a button that acts as a backup for times.

This information is verified and is displayed on the screen and a results sheet is produced that is given to the runner for display and distribution.

The technical team collaborate with the competition secretary for the start lists that are uploaded to ensure the spectators see the event, heat, swimmer names and timings. Ad hoc changes made by coaching staff and race referee are added to the system as and when needed.

This is a complex process that relies on an understanding of software, it also requires an appreciation of the competition structure to ensure seamless working.

At the end of the gala, race details are uploaded to Swim Wales.

The Technical Team are always looking for new volunteers and in event training will be given for those interested.