

Association and Club Conference 2017 – Conference Notes

Developing event volunteers

Barriers to recruitment

- Award for best organised events – could incentivize others
 - Credit is given for Organisers/coaches etc. for winning teams/individuals
 - Thanks, by club chairman to all main officials
 - Scale of task
 - Lack of confidence
 - Have dedicated teams to enable delegation to tasks
 - Sport is more sophisticated so some areas may need more expertise
 - Maybe haven't done an event safety course – maybe should be online?
 - Lack of manual simply written to follow process
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- Fear of computers
 - Access to training materials. Provide online access to training
 - Access to commonly used information and documents
 - (Difficulty finding controllers) not the organisers problem
 - Responsibility for safety

Improve recruitment

- Voucher to attend future event for free (Local solution?)
 - Thank you – British Orienteering for National Events
 - Roll of honour - British Orienteering for National Events
 - Provide easy access to shared resources/training materials templates
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- Safety workshop request
 - Aggro from competitors
 - Burn out
 - Late delivery of map
 - Trying to get volunteers to help
 - Controllers (behavior)
 - Permissions

- Rules (140 pages)
- Travel to/from event site

How to help

- Mentors
 - Extra volunteer support
 - Simplify rules (Synopsis)
 - Rewards/recognition
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- Competitors coming back and slating new Organisers/planners (don't put planners in planner vests at the end of the finish inviting criticism! Could have intermediate person to mediate between them)
 - Time consuming jobs (can vary by club e.g. some clubs have systems to find volunteers) especially if in work or have a family
 - Onerous safety requirements for the organiser (even though lots is in the hands of the controller/planner)
 - Not living near club kit store

Get more people organising/planning again

- Online entry – cost a bit but means fewer volunteers needed for admin on the day. Could pre-register and just take money on the day
- Help get kit to Organisers – or invest in more kit e.g. two sets of 51
- Have a volunteer coordinator to help with all of this and find volunteers so organiser doesn't have to (Can be a big job)
- Mentor new Organisers/planners when they do a new level (first level D, first Level C)
- 2-person planning team (as long as they get on) also assistant controllers etc. consider local controllers for some level C events (especially if Geography demands)
- Planning – bring new people in before someone steps down

Event Guide and Workshop – **is available from National Office**

Manage pressure versus pleasant experience

Retention

- a) Barriers to returning to organising at local level
 - Do they get thanked?
 - Is negative feedback managed?
 - Do they get mentor support?
 - Do they have a template?
 - Is there easy access to Event Safety workshop pre-requisite?
 - Is there an 'Assistant' entry-level?
 - Is there knowledge of controller availability?
 - Are clubs able to access details of members' current qualifications?
 - Is 'controller' support available within club?

- Number of courses being provided for 'local' event
- b) Can be done to encourage
- More social workshops
 - Promote regional availability of (Event Safety) workshops and other resources
 - Promote Volunteer Co-ordinators
 - Wash-up after events for 'lessons learned'

Feedback points by other groups (where different to above)

- c) Barriers to returning to organising at local level
- Fear of computers
 - Family commitments
- d) Can be done to encourage
- Duplicate sets of event kit
 - Build up skills progressively
 - Mentors

Informal 'local local' events