

British Orienteering

Registration / Enquiries Team Leader – Role Specification

British Orienteering is an Equal Opportunities Employer.

Title	Registration / Enquiries Team Leader
Name	
Role	Manage the registration process for late entries, changes and team declarations both on the day and at the Individual event on the day before. Manage the enquiries tent at the relay event.
Appointment and Communications	<ul style="list-style-type: none"> • Appointed by Event Organiser • Appoint a deputy team leader in case of illness
Tasks before the event	<ul style="list-style-type: none"> • Liaise with race day organiser and on location of enquiries tent • Ensure that the process of registration and declaration is understood. • Advise Organiser of staffing requirements and equipment needs
Equipment Requirements	<ul style="list-style-type: none"> • Marquee / tent • Matting / geotextile in heavily used areas to protect ground • Trestle tables • Chairs – suggest team members bring their own • Copies of programme to assist with queries • Copy of BO Rules – Organiser to supply??? • Lots of pens and paper • Large sheets of paper and marker pens for notices
Tasks during the event – Saturday (Individual)	<ul style="list-style-type: none"> • Set up relay registration “stall” ready for 1200 at Individual Enquiries (it’s not yet clear whether this will use part of the Individual Enquiries tent or a separate shelter, e.g. EPOC tent). • Hand out declaration forms??? • Collect and check completed declaration forms and issue race numbers???
Tasks during the event – Sunday (Relay)	<ul style="list-style-type: none"> • Set up Registration & Enquiries “stall” ready for 0800 <p>Enquiries:</p> <ul style="list-style-type: none"> • Manage lost property (associated with both days). • Issue leftover maps from Individual event.

	<ul style="list-style-type: none"> • Know where everything is on site!!! • Respond to competitor queries using team knowledge / programme / other resources / contacting other team members if necessary. Have final details, BOF rules and map legends available. • Process any announcements for the PA. (Competitors should NOT approach the commentary van directly.) • Respond to competitor complaints. (Complaints, oral or written, should be made at Enquiries in the Assembly Field. The Day Organiser will respond as soon as practical. If you wish to protest a decision, you will need to submit a formal written protest. This will be passed to the Controller who may convene a jury.) <p>Registration:</p> <ul style="list-style-type: none"> • Hand out declaration forms??? • Collect and check completed declaration forms and issue race numbers??? • Process last minute requests for team runners, including changes to competitive status of teams
Tasks after the event	<ul style="list-style-type: none"> • Return all equipment • List helpers for thank you • Report on issues for next event team • Submit any expenses claims promptly