

Care Team Leaders

Responsibilities:

- Introduce yourself and liaise with team members before the weekend
- Ensure that the team is running smoothly to meet the team's responsibilities (see individual roles)
- Liaise with the Care Team Leaders from the other teams
- Liaise with the Operations Team as required - particularly for Village Hosts and Night Stewards
- Take control in an emergency, calmly and efficiently supervise evacuation
- Observe NEC call signs

Operational Team Support:

The operational team consists of Stewards and Reception who are there to provide support throughout the weekend.

The primary role of stewards is to support the event to run smoothly by helping to direct and manage participants around the site.

The Reception / Helpdesk team are there to help and solve any problems that you may have. They are the gateway to NEC staff should there be a problem, located in Hall 9.

Running Your Team:

1. Review your team list
2. Make contact with all team members
3. Ensure all team members have at least one break per session (morning, afternoon and evening).
4. Provide a briefing to your team before the event starts, and as required throughout the weekend.

Accommodation:

Accommodation will be provided as an indoor walk-in tent. This will be shared with one other volunteer, though each volunteer will have their own zip-up private compartment (including bed and mattress) with a communal living area shared between the two volunteers.

Delivery Team members will be sleeping on beds in the tents using their own sleeping bag or duvet, sheet plus their own pillow with pillowcase.

Toilets and showers are available throughout the duration of the weekend within the Delivery Team Tented Village. We have accessible toilets and showers also.

If you have any accessibility needs for accommodation, for example, a bed that can be raised higher, please do put this on your iKnow Church profile by 14 September so that we can allocate the most appropriate tent and order furniture.

Meals

All meals are provided whilst on-site. Please speak with your Team Leader about the best time to have your meal break.

Breakfast is served from 7am to 9am

Lunch is served from 12pm to 2pm

Dinner is served from 5:30pm to 7:30pm

The team at the NEC are experienced in dietary requirements and allergies.

Please add any dietary requirements or allergies to iKnow Church by 14 September so that we can share this with the NEC catering company.