

Help Desk Team Members:

Responsibilities:

- To provide outstanding customer service for participants and all those contributing to the event
- To manage lost property, ensuring an accurate log is kept
- To support the Registration Team in an effective registration process on Friday evening
- To support Event Control and the Response Team as required - this may include ad hoc tasks

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, it is likely this will be in your rota.

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.

Breaks

The Bungalow, located opposite Hall 9, is open throughout the weekend for the Delivery Team as a place to relax, fill up on snacks and chat with other team members.

When you have your breaks please do use the Bungalow, there will be a team there to offer you hospitality and provide the relaxing space. There will also be Chaplains available at The Bungalow.