

For any further information

Contact us -

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The Kent Event Team aims to provide high quality services to individuals and organisations but recognises there may be occasions when the users of Kent Event Team services feel that the quality or level of service received has been less than they could expect. Please let us know if you have a complaint.

The 'Kent Event Team' is a partnership between Kent County Council and the voluntary sector in Kent, aimed at recruiting volunteers for events and one off activities across the county, including the build up to the 2012 games.

Voluntary Action Maidstone is the lead partner delivering the project.

Voluntary Action Maidstone  
Charity Number 1066911  
Company Limited by Guarantee Number 3449624



## **Event Organisers Recruiting Volunteers**

- **Good practice guidance**
- **Information about registering with the Kent Event Team**
- **Recruiting Volunteers**
- **Registration forms**

## Good Practice Principles

The Kent Event Team expects your organisation to do the following;

- Contact prospective volunteers promptly
- Have clearly defined volunteer roles
- Have time set aside for response and recruitment of new volunteers
- Ensure volunteer selection procedures are effective, open and inclusive, running criminal records checks when appropriate
- Have an equal opportunities policy, or ensure there is an unwritten commitment to equal opportunities is within the organisation.
- Have a volunteer induction in place which includes Health and Safety procedures
- Provide support and training appropriate to the role
- Ensure that volunteers have a named contact
- Have adequate insurance, including employers liability, public liability and personal accident insurance to include volunteers
- Reimbursement of out of pocket expenses in a simple way which is free of embarrassment will be a priority

The Kent Event Team or your local Volunteer Centre can provide you with more detailed advice and guidance on good practice and assist you in meeting these requirements.

## Registering your organisation

- The Kent Event Team will ask you to complete a form to register your organisation first. This is a simple document requesting contact information and some details of your organisation's aim and its main activities.
- Your organisation will be added to the Kent Event Team mailing list so that you will receive a regular newsletter, information about training and events and other items of interest.

## Registering your event opportunity

- A member of staff will discuss your requirements with you and assist in completing the necessary forms. This can be over the telephone or in person at a mutually convenient location. They may also find it helpful to visit you to see where the volunteers will be based and get a sense of what the opportunity will be like.
- You will be asked to complete an event registration form. Please think carefully about the information you provide on this form as it will be used directly to attract volunteers. You will need to explain what the volunteer will be expected to do and when, and what sorts of skills are required. Any practical information you can supply such as whether it is accessible by public transport will help to recruit volunteers.

## Recruiting volunteers

- Once your opportunity is registered, we will upload it onto our in house database, V Base.
- It will then be included on our website and in the next update we send out to the Kent Event Team members. We regularly send out these updates of events and one off volunteering opportunities to the Kent Event Team, which is a database of individuals who have registered an interest in volunteering at events.
- The Kent Event Team members are asked to reply to us if they are interested in the role, giving us permission to pass on their contact details.
- If a volunteer expresses an interest in the opportunity you will be contacted. You will receive a referral form with the volunteer's contact details, personal information and any information they have asked us to pass on.
- The Kent Event Team can not guarantee any information provided by volunteers and does not run any checks; it is the individual event organiser's responsibility to assess the suitability of their volunteers.
- You will be expected to contact the volunteer promptly to begin your own selection procedure (application form, interview etc.).
- If, after your own selection process, you feel the volunteer is unsuitable for the role, it is your responsibility to inform the volunteer.
- The Kent Event Team will contact you after each event to follow up and to ask for your feedback. Please respond promptly to our contact.