



Mansfield
Community & Voluntary Service

Volunteering For One-Off Events

A brief guide to help volunteer coordinators and managers to recruit, support and manage one-off volunteers.



Recruiting event volunteers

- Before you start, make sure you know what you want the volunteers to do before, during and after your event. Produce written role descriptions.
- Make sure that someone is available to respond to enquiries from potential volunteers – especially when you are not.
- Word of mouth works as well for event volunteers as for any others, so talk to as many people and groups of people as possible about your event.
- Tell your local Volunteer Centre about these one-off volunteering opportunities.
- Plan ahead. Promotion, recruitment, selection and training for volunteers takes time, so allow more than you think you'll need.
- Ask for help from other local organisations, clubs and societies. Often their members will be willing to help out on an occasional basis.
- Don't forget that some larger employers support their staff to volunteer as part of their Corporate Social Responsibility programmes.
- The local press, community radio, even TV may want a feature about your event where you can include your event volunteering.
- Use your own organisation's newsletter, website and social media to generate interest. Then use other organisations' publicity media to help you.

Managing event volunteers:

- Involve volunteers before the event in the planning .
- Long before the day; start to keep contact details of people who express any interest in helping at your event.
- Follow all of them up.
- Keep all of them informed of how the planning is going.
- Make sure these volunteers know where to be on the day, and at what time
- Use the role descriptions you wrote at the start
- Hold a briefing for volunteers on the day of the event. this should include:
 - o Their role
 - o Introductions to other team and sub-team members.
 - o Times of the key parts of the event
 - o A named contact in case of any problems
 - o The emergency procedures
 - o What system is there for communicating with all the volunteers on the day?
- Ask for feedback from every volunteer at the end of the event. A de-brief meeting is the ideal way to do this while things are still fresh in their minds:
 - o How did it go from their perspective?
 - o What problems did they encounter?
 - o What ideas do they have to improve next time?