

3Generate will take place from Friday 22nd to Sunday 24th November at Pontins Southport Holiday Park, Shore Road, Ainsdale-on-Sea, Southport PR8 2PZ.

We need volunteers who will facilitate, enable and encourage children and young people to participate, think, reflect, develop, lead and find their own voice.



All volunteer role offers are subject to references and the confirmation of a valid DBS certificate. Applicants are sent an acknowledgement email after the online application form is completed, followed by another email after their application has finished being processed – this will confirm whether successful and, if so, welcome them to the team.

Volunteer role	Help Desk and Registration Team
Role suitable for	Volunteers with good customer service, administrative and organisational skills.
Role description	To provide customer service and administrative support for the weekend.
Tasks	<ul style="list-style-type: none"> • To help prepare for registration and checking out. • To help cover the radio control for the walkie-talkies. • To operate the iKnow Church app. • Provide outstanding customer service at the event Help Desk for participants and everyone else contributing to the weekend. • Support an effective registration process at the event by working closely with management and stewarding teams. • Print copies of any other paperwork, as required during the weekend. • To support the Team Leader, Event & Logistics Manager and Volunteer Coordinator, as required over the weekend – this will include various ad hoc tasks. • To abide by the code of conduct for the event, which will be provided for all volunteers and staff. • To adhere to the policies and procedures of The Methodist Church for the safeguarding and protection of children, young people and vulnerable adults, and to report any concerns or incidents using the 3Generate Policy procedure outlined in the briefing documents.
Responsible for	None
Responsible to	Admin Team Leader

Time required	<ul style="list-style-type: none"> • There will be Team building day on Sat 28th September (from 11am until 3pm) at Cliff College, Derbyshire for all volunteers to attend. For those traveling from afar, there will be a very limited number of rooms available at Cliff College on the Friday evening. • 3Generate weekend – 2pm (or earliest possible time to help with setting up and for any training required (e.g. iKnow Church registration system) on Fri 22nd November until 2pm Sun 24th November. We encourage you to travel to the venue independently of your church group so that you can be available to set up on the Friday.
Experience, skills, qualifications required	<ul style="list-style-type: none"> • Administration experience – including awareness of data protection and confidentiality issues. • Customer service if working on the Help Desk. • Attention to detail. • Ability to prioritise. • PC literate. • Completion of Foundation safeguarding training.
References & DBS	<ul style="list-style-type: none"> • Two references – one should be a minister. • A DBS check is required for this role. It may be possible to use an existing one if certain conditions are met.
Provision	<ul style="list-style-type: none"> • Briefing and training. • Accommodation (if required) in shared chalets. • Meals for the weekend. • Valid expenses claims (with receipts, etc...) will be reimbursed for travel within the UK for both the briefing and for the event.
Experience and skills gained	<ul style="list-style-type: none"> • Experience of working as part of a team to deliver a large scale, national event.