



Volunteer role description

Role title	CONFERENCE ASSISTANTS
Key aims of the role	<p>From 25th – 27th October 2016, Edinburgh hosts the 23rd Rehabilitation International (RI) World Congress. Shaw Trust is organising this event on behalf of RI, and has a desire to involve volunteers in the Congress to both enhance the delegate experience and engage the wider community in the work of RI.</p> <p>We have a range of rewarding volunteer roles available over the duration of the conference including:</p> <ul style="list-style-type: none"> • Travel buddies • Edinburgh ambassadors • Welcome hosts • Mass drummers
Nature of the Shaw Trust project	<p>Shaw Trust is a national charity that helps people facing disadvantage into work, to gain skills and take control of their futures. We work at the heart of communities across Britain, developing back-to-work programmes, providing learning and skills initiatives and changing society to better help those facing disadvantage. Last year we supported over 50,000 people on their journey into work.</p> <p>Over 1000 delegates from around the world are expected to attend the conference, many of whom may be disabled people. As a volunteer your main role will be to contribute towards the overall experience of our visitors. You will be part of a team that will ensure that the final stage of the delegates' journey to the conference is smooth, they receive a warm welcome to the city and their needs are met over the duration of the event.</p>
Main duties	<p>This is varied opportunity where you will be allocated a role within the main conference venue, the Edinburgh International Conference Centre (EICC) that matches your skills, experience or area of interest, including:</p> <p>Edinburgh Ambassadors Passionate about what the great city of Edinburgh has to offer visitors and want to share your local knowledge with delegates? Join us as an ambassador and provide local advice and guidance for delegates wishing to explore Edinburgh and beyond. Part of this role may involve supporting delegates to external site or project visits.</p>



	<p>Welcome Hosts Help ensure that delegates receive a warm welcome and excellent customer service as they arrive at the EICC. Volunteer to welcome delegates and support them with registration and signposting as required.</p> <p>Delegate Support Volunteer Use your organisational and problem-solving skills to help run the conference helpdesk and deal with face to face and telephone enquiries. Ensure as a 'go to' person for delegates who need support, (for example, during meals/breaks and accessing the mobility scooter provision) you are on hand to organise assistance.</p> <p>Guide Dog Area Volunteer Animal lovers wanted! Help to look after the needs of delegates guide dogs while onsite.</p> <p>Mass Drummers Some volunteers may also be asked to be part of a team to help organise a mass drumming event as the last session of the conference.</p> <p>Or join us in one or more roles above and offer your support in a range of ways over the course of the conference.</p>
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Essential skills	<p>For the Conference Assistants role, we are looking for people who have:</p> <ul style="list-style-type: none"> • A strong local knowledge of Edinburgh and its attractions or the ability to translate information confidently to delegates. • The ability to offer a warm welcome to guests and provide excellent customer service. • Excellent interpersonal skills and communication skills and the ability to confidently signpost delegates. • Have a professional manner and the confidence to work independently. • A 'can do' attitude.
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Desirable skills	<ul style="list-style-type: none"> • Additional languages or sign language • Experience in supporting a person with a disability may be an advantage
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Location of the project	Edinburgh
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Person the volunteer should report to	The Shaw Trust Volunteering Development Specialist for the area.
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When can people do this role?		
Day	AM	PM
Sunday 23 rd October	Final Volunteer Briefing Sessions	Final Volunteer Briefing Sessions
Monday 24 th October	8.30am to 1.30pm	1.30pm to 6.30pm
Tuesday 25 th October	8.30am to 1.30pm	1.30pm to 6.30pm
Wednesday 26 th October	8.30am to 1.30pm	1.30pm to 6.30pm
Thursday 27 th October	8.30am to 1.30pm	1.30pm to 6.30pm
Friday 28 th October	8.30am to 1.30pm	1.30pm to 6.30pm
Saturday	N/A	N/A
Sunday	N/A	N/A

Minimum number of hours required	We would ask volunteers to commit to a minimum of 8 hours w/c Monday 24 th October in addition to time set for training etc.
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