**Lancashire Science Festival 2018 Control Centre Volunteer Assistant**

We are looking for enthusiastic people like you to get involved with our multi-award-winning Lancashire Science Festivalas weenter our seventh year in 2018. Our successful three-day event consistently attracts thousands of visitors from across the North West, with a total reach last year of more than 17,000 people.

Held at the University of Central Lancashire’s Preston Campus, the festival is open for the first two days to Primary school groups and on the final day to the general public. We are one of the few science festivals to offer our main school and family programme free of charge and we are able to reach a wonderfully diverse audience from across the region.

**Background**

The Lancashire Science Festival first took place in June 2012, as the University of Central Lancashire’s major contribution to the Preston Guild. In 2017 we saw more than 13,000 visitors over the three-day festival, and we also had the Lancashire Science Festival Fringe events which reached more than 17,000 people. In total we had 213 events and more than 80 exhibitors across our two science show floors.

**We had some lovely feedback from our visitors:**

“Beyond our expectations – will be back next year”

“Come every year and every year it gets bigger and better, fantastic day for all the family”

**Why we need you:**

The Lancashire Science Festival 2018 is dedicated towards helping amaze, inspire, enthuse and engage the future generation of thinkers in all things science, technology, engineering, maths, health and much more.

Our aim is for young visitors to leave filled with the wonders of all the amazing opportunities that are open to them and to be inspired that they can do or be anything. Our success is possible with the support of volunteers like you. By volunteering with the festival you will be contributing to this objective and helping keep our main school and family programmes free and accessible to all.

**What will I be doing?**

We are looking for someone who wants to be involved in the planning, delivery and operation of our Event Control Centre. This is the second year that we have operated the Lancashire Science Festival with this operational structure, and the role is an ideal opportunity for anyone wanting to gain experience within the events industry.

1. As a volunteer you will be receiving incoming contact from the event team – via our radio network or phone system – and logging these appropriately on the system using full radio etiquette.
2. We need your help with working through open issues during the event, and making contact to get these resolved.
3. Assisting with administrative elements of the control centre, such as radio issue, logging and general housekeeping.
4. Escalating any issues that they feel is of high importance to the Event Control Manager.
5. Assisting with general event operations at the festival if and when required.

**What skills and experience do I need to have?**

1. Are you confident with dealing with members of the public?
2. Do you have good communication and listening skills?
3. Do you enjoy working as part of fun and dedicated team?
4. Do you think you could be an enthusiastic volunteer and show a commitment to support the work of the Lancashire Science Festival 2018 in a positive way?
5. Do you have a willingness to attend all briefings and training sessions related to the voluntary role?
6. Do you have skills in the use of Microsoft Office Packages and social media software?
7. Could you be punctual and reliable as a volunteer?
8. Do you have a great attention to detail?

**What are the benefits to me?**

1. Developing your communications, customer service and organisational skills.
2. Gaining event organisation skills.
3. Meeting new people and being part of a fun, enthusiastic and supportive team.
4. Adding to your CV.
5. Making a difference to the development of youth in the region with respect to science and education more widely.

**How much time do I need to commit?**

We are looking for someone to be able to volunteer and be able to commit to the full three days of the festival which are Thursday 28, Friday 29 and Saturday 30 June. We will also require volunteers to attend trainings and briefing sessions. There may also be opportunities for additional volunteering in the run up to the festival to help with preparatory activities. This will be nearer to the time of the event.

**Where will I be based?**

On the days of the festival you will be based in the event control centre.

**Is there any inductions and trainings?**

The volunteer would need to attend training for the control room, which may last a couple of hours. Whilst the dates and times of this are flexible, this must be completed prior to the event commencing – as there won’t be time during it to train.

Failure for the volunteer to be trained in advance, would mean that they cannot fulfil this role during the live event.

1. An information pack and induction are provided to help familiarise you with the work of the festival and the team.
2. A briefing before the festival will also be available.
3. Training on the festival administration systems and social media will take place.
4. Health and Safety training and other relevant training to complete the voluntary role will be provided as necessary.

**What ongoing support/guidance will there be?**

1. A dedicated staff member who will support you in your role, answer your questions and help you while you volunteer for the Science Festival.
2. You will have training and inductions as noted above.

**What you can expect from the Lancashire Science Festival 2018 Team as a volunteer:**

1. A Lancashire Science Festival 2018 free T-shirt to help identify you to our attendees.
2. An opportunity to give feedback about the festival and your experience of volunteering with us.
3. Recognition of the important role that you have carried out in support of the Lancashire Science Festival.
4. Opportunities to try new things and learn new skills for your CV.
5. A lunch and refreshments are available on the days of the festival.
6. You will also receive a personal letter of thanks and certificate of thanks for your voluntary work.
7. You will also receive a free invitation to an exciting volunteer event on the lead up to the festival.

**What we expect from our volunteers:**

1. Support the Lancashire Science Festival 2018 and its work and carry out your volunteer role to the best of your ability.
2. Attend and complete all briefings and induction training as required to assist you in your voluntary role.
3. Make new people welcome and work well within the team.
4. Wear the branded Lancashire Science Festival T-shirt for the festival and ensure you are presentable to the public at all times.
5. Support our procedures and standards by:

* Being aware of your own health and safety and of that of others as a volunteer.
* Respecting others and treat people equally.
* Make sure that all your volunteering activities undertaken in the name of the Lancashire Science Festival achieve the organisations aims and objectives and do not bring UCLan or the Lancashire Science Festival into disrepute.

1. Maintain confidentiality regarding the festival activity as a volunteer.
2. Meet time commitments and voluntary standards agreed, and give reasonable notice when unavailable, so other arrangements can be made.
3. Be a positive volunteer representative of the festival, by being polite and friendly to all staff, volunteers, students and visitors to the festival.

**What’s the next step?**

Complete the online registration questionnaire and we will arrange for you to come to a selection event.

Any questions please contact: the Lancashire Science Festival team on 01772 89(4288) or LancSciFest@uclan.ac.uk