

## FIRST AID RESPONDERS' DEPARTMENT

- This volunteering role will form part of a critical medical 1st Aid Respondents team, playing a key role in ensuring the safety and well-being of all attendees at the NSPPD UK Prayer Conference 2024
- The role is also responsible for providing immediate medical assistance in cases of emergency and first aid support.
- The role will also be responsible for coordinating with emergency services where necessary and implementing emergency response protocols in accordance to UK's legislation
- To successfully volunteer in this department, you will be required to present your up-to-date qualifications and certification to the department lead
- A full job description and some onsite training support will be provided by the department lead.

## MERCHANDISING DEPARTMENT

- This volunteering role will form part of the Merchandising team; overseeing all operations to source, pack, distribute, deliver, sell and clear away merchandise for the NSPPD UK Prayer Conference 2024. Some of the duties may commence before the conference. The department lead will advise if and when volunteers are required and also provide a schedule of tasks.
- This role may require the volunteer to stand for long periods of time in between break times.
- This role will interact with members of the public, VIPs, guests and attendees at the stadium on the day of the conference.
- To enhance our Guest Experience, there may be a requirement to provide a special delivery of purchased items directly to seats. This activity may therefore require a lot of walking/ running up and down for effective delivery.
- Whilst the stadium is a cashless environment, however it is possible that this role may involve cash handling.
- A full job description and training support will be provided by the department lead.

## ADMINISTRATION DEPARTMENT

- This volunteering role will form part of the back of house Administration team and play a vital role in supporting the operational and administrative functions at the NSPPD UK Prayer Conference 2024.
- This role will work very closely across all departments providing administrative support where required and mainly focusing on guest queries and working in collaboration with the Guest Experience and Helpdesk team to provide a positive experience for all attendees and departments.
- Close attention to detail and an understanding of computer systems will be key
- This role may be privy to confidential information therefore to mitigate breaches in GDPR / Data Protection etc, a non-disclosure agreement needs to be signed if successful to volunteer in this department.
- A full job description and training support will be provided by the department lead.

## GUEST EXPERIENCE DEPARTMENT

- This volunteering role will form part of the Guest Experience team and play a vital role in creating a memorable, positive, welcoming, and seamless experience for all attendees at the NSPPD UK Prayer Conference 2024.
- Some duties may commence before the actual conference day and this may include: supporting in the provision of a positive ticket purchasing experience, being a point of contact for questions, signposting queries, monitoring guest experience email correspondence, and providing responses accordingly within prescribed timelines.
- A full job description and training support will be provided by the department lead.

## LOGISTICS & TRANSPORT DEPARTMENT

- This volunteering role will form part of the Logistics and Transport team; responsible for overseeing all logistics and transportation aspects at the NSPPD UK Prayer Conference 2024.
- This role will work closely with other internal teams, external vendors, and transportation providers to ensure that any transportation of guests, VIPs, delivery and packing of goods is managed effectively.
- There may be a requirement to commence in this role, some days before the conference and also after the conference to provide a transport service to our VIPs and other guests.
- This role may require long days and late nights. It may also require long periods of driving on the motorway, to and from airports as well as dealing with challenges of traffic.
- To be successfully effective in this role, you will be required to have a high level of confidentiality, patience, tolerance, professionalism.
- There may be some requirement for impromptu requests to drive a VIP and therefore a good level of flexibility will be required during this period.
- This role may also be required to deliver packages in between guest accommodation; therefore, a good level of punctuality, confidentiality, respect and professionalism will be required.
- This role may spend some time outside or away from the conference, therefore there needs to be a good level of understanding this expectation.
- A clean UK driving licence is paramount if you would like to have the driving role within this department, however, please note that there is also requirement for non-drivers to support in packing, managing traffic and other logistic duties.
- A full job description and training support will be provided by the department lead.

## SECURITY DEPARTMENT

- This volunteering role will form part of the Security team and play a vital role in ensuring that VIPs, dignitaries, special guests, speakers, and all attendees receive the highest level of hospitality, security, support, and coordination throughout the NSPPD UK Prayer Conference 2024.
- This role will work in a complimentary capacity to the Twickenham stadium security team.
- There will be a lot of standing and walking round in this role therefore high energy and stamina are advised.
- A full job description and training support will be provided by the department lead.

## PROTOCOL DEPARTMENT

- This volunteering role will form part of the Protocol team and play a vital role in ensuring that VIPs, dignitaries, special guests, speakers, and all attendees receive the highest level of hospitality, security, support, and coordination throughout the NSPPD UK Prayer Conference 2024.
- The main function of this role will be to ensure the protection of our guests and maintaining safe order at the stadium for everyone
- This role may require long days and late nights providing a protocol escorting service to our guests (including away from the conference)
- This role will coordinate with other internal departments such as Hospitality, Security, Ushering and Logistics to ensure that key duties are executed effectively.
- This role will have periods of standing for a long time therefore physical stamina and high energy will be key
- To be successfully effective in this role, you will be required to have a high level of confidentiality, patience, tolerance, professionalism.
- A full job description and training support will be provided by the department lead

## USHERING DEPARTMENT

- This volunteering role will form part of the Ushering team and play a vital role in creating a positive and welcoming environment for all our VIPs, guests and attendees at the NSPPD UK Prayer Conference 2024.
- This role will involve standing for long periods in between break times, therefore a good stamina and energy levels is encouraged.
- Some of the key duties will include supporting the collation of offerings in an orderly manner.
- There may also be a requirement to support members/ guests if they are under the anointing.
- A full job description and training support will be provided by the department lead.

## HOUSEKEEPING DEPARTMENT

- This volunteering role will form part of the Housekeeping team and play a vital role in complimenting the Housekeeping team at Twickenham stadium, ensuring a safe, clean and tidy environment at the NSPPD UK Prayer Conference 2024.
- A full job description and training support will be provided by the department lead

## PRAYER TEAM DEPARTMENT

- The Prayer Team plays a vital role in supporting the spiritual atmosphere and intercessory needs of the NSPPD UK Conference. Members of the Prayer Team are committed to praying fervently for the success of the conference, the attendees, and the fulfilment of God's purposes throughout the event.
- As part of this team, you may be required to commence intercessory prayers before the conference. The department lead will advise on prayer schedules.