Hello WordCamp Volunteer!

This is a document packed with information you need to know.

It will hopefully answer all the questions you have about volunteering at WordCamp London (and probably some questions you didn't know you had)!

Please read through this whole file, as there are actionable tasks throughout.

We hope this information is helpful but don't hesitate to ask if you have any further questions.

WordCamp London Team
london@wordcamp.org

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Tickets

We hope you've already claimed your ticket because we have placed the order for organisers and volunteers t-shirts! Please let us know if you haven't already claimed your ticket.

Role Descriptions

Here’s a list of general teams and roles required during a WordCamp, as well as descriptions of what they entail.

During the event, you will be asked to do a number of these tasks. Your name may be against one of these roles so please review the list to understand what you'll be required to do. Please don’t hesitate to ask any questions in advance.

We’ve split the volunteer requirements into morning and afternoon sessions, which will be overlapped by lunch time (12:30 - 14:00 on Saturday and 11:30 - 13:00 on Sunday).

We hope this will enable all our volunteers to have an opportunity to enjoy the event and attend sessions if they’d like to.

Special Registration/Control Desk:

- Set-up, support and attend Control Desk (in main entrance of the Rocket)
- Register Speakers, Sponsors, MC’s, Volunteers
- Show Speakers to the Green Room
- Guard Control Desk - answering attendees questions, etc

Room Check:

- Ensures all technical equipment required for sessions is working (if any in the room)
- Puts up any required signage
- Opens rooms and ensures rooms are prepared with all necessary materials

Attendees Registration:

- Set-up, support and register attendees
**Sponsor Set-up/ Sponsor Break down:**
- Support sponsor set-up - this could include retrieving sponsors packages from the Luggage Room and helping them get everything they need
- Support sponsor break down when required

**Luggage Room Monitor:**
- Guards luggage room during opening hours
- Ensures luggage is clearly marked
- Check in Speakers, Sponsors & MC’s luggage
- Supports reception when required

**Room Monitor:**
- Supports STTR & Video team during morning set-up
- Guards door during sessions - ensures doors do not bang and people are ushered quietly into and out of the room
- Mic runner at the back of the room during Q&A
- Pulls down signage and clears room of rubbish at the end of the event (after last session Sunday 10th April)
- Keep room tidy

**Time Keeper/Mic Runner:**
- Sits front row during sessions - timing speakers and holding up countdown cards
- Mic runner at the front of the room during Q&A
- Pull down signage and clear down room at the end of each day
- Keep room tidy
- Make sure Speaker has unopened bottled water on stage

**Usher:**
Usher attendees into various parts of the event depending on the time and what the next session is. Typically, ushers will be required during:
- Registration
- Before sessions start
- Directions towards break areas
- Directions towards lunch hall
- Ensuring that the food queues are split and directed into four lines

**Swag:**
- Set-up and attend to swag giveaway
- Breaks down swag giveaway area
Accessibility Area Monitor:
- Rotating role to check in on Accessibility Rooms

Green Room Monitor:
- Rotating role to monitor Green Room

Float:
- On hand to support with the unexpected.

Keeping in Contact with GroupMe

All volunteers and organisers are expected to use GroupMe (www.groupme.com) to keep in touch before and during the event. This will be the primary form of communication for announcements, questions, news etc.

There is no signing up involved, you simply need to open the link on any device to join the group chat.

As this will be your direct line to the organising team on the day, we strongly recommend bookmarking GroupMe in your mobile phone browser, or using the GroupMe app. We also recommend that you keep your phone charged as much as possible on the day.

If you’re having any problems joining us on GroupMe, please let us know as soon as possible.

Orientation Meeting: Monday 4th April 19:00 GMT

To avoid a 6am team meeting on Saturday 9th April *eeek*, we ask all volunteers to jump on a virtual meeting so we can run through the day and prepare you for your role:

The orientation will include:
- A chance for everyone to say hello.
- Breakdown of the running order of the day
- Roles & responsibilities
- Any questions you may have!

We understand attending the team meeting might be impossible, so we’ll record the call and make it available for anyone who is unable to attend.

Team orientation will be on Monday 4th April at 19:00 GMT/UTC.
Please let us know whether or not you are able to attend the meeting.

Schedule
The attendees event schedule is posted here: https://2016.london.wordcamp.org/schedule/

The full volunteer schedule & rota is available in a shared Google Drive folder: https://docs.google.com/spreadsheets/d/1SvE3cKWL3MeqT0mF5gfsFtQNRR2fohCBspCPEBJKMIA/edit#gid=1265488470

The tab ‘Full Sat & Sun Rota’ will show you an overview of the entire event, as well the hours you’ll be required to volunteer.

The rota takes into account your availability and preferred roles as well as sessions that you do not want to miss*. Please be aware that we cannot cater for everyone’s needs but we’ve tried our best to assign you to your preferred role.

The rest of the spreadsheet is broken down into different sections of the event, with more detailed descriptions of the role, as follows;

- Saturday Registration & Set-up
- Saturday AM Sessions
- Saturday PM Sessions & After Party
- Sunday AM Sessions
- Sunday PM Sessions & Break down

*The sessions you chose not to miss have been marked out on the Full Rota as grey boxes.

On the day

Venue
WordCamp London is taking place at the London Metropolitan University.
The full address is :

166-220 Holloway Rd,
Holloway, London
N7 8DB
Map of Venue

Tube Station
The closest tube station is Holloway Road on the Piccadilly Line.

We highly recommend you use an app like CityMapper to check how to get to the venue ahead of time. This shortcut link has the end location pointing to the venue: https://citymapper.com/go/nmb81p

Time and Date
Please take into consideration your mode of transport as we expect all volunteers and organisers to arrive at the venue at 06:30 on Saturday 9th April. There will be tea, coffee, cold drinks, fruit bowls, plain croissants, blueberry & chocolate muffins waiting for you when you get there. We know this is super early and we sincerely thank you for your commitment in advance!

If you are unable to make it for this time and have not told us, please email us as soon as possible as this will affect the scheduling of volunteers.
Registration

Please go to the Rocket building for registration. The image to the right is a picture of the front of the Rocket.

When you get to the Rocket please find Ana Silva who will be at the entrance waiting to register your attendance and give you your badges and t-shirts. She’ll be your volunteer wrangler for the event.

If you want to have a walk around the street, the link below will send you straight to Google street maps, street view.

https://www.google.com/maps/@51.5515626,-0.1109142,3a,75y,54.23h,101.11t/data=!3m6!1e1!3m4!1s73x­npzY4­fifJp8O438fA!2e0!7i13312!8i6656

T-shirts

One of the perks of volunteering is that you’ll receive (as well as the main WordCamp London 2016 t-shirt & swag) an exclusive volunteer-only t-shirt. This year’s volunteers t-shirts look like this:
We’ve used your t-shirt size selection (which you gave us when you claimed/purchased your ticket) to order t-shirts for you. You’ll be given two t-shirts on Saturday morning, one for each day of the event. This includes Saturday-only volunteers too.

If you are on duty as a volunteer please wear your t-shirt so attendees can recognise you and know who to ask for help. This is particularly important to ensure attendees feel comfortable approaching you with a question. If you’re on the Happiness Bar it’s really important you wear your t-shirt during this time.

You’re more than welcome to wear your volunteer t-shirt for the duration of the event but be prepared for attendees to ask you questions even if you’re not on volunteering duty! :)

Bingo Game

During the event we’ll be playing a WordCamp London spin on the traditional Bingo game!

The ultimate aim of the game, for the attendees, is to talk to as many sponsors as possible during the event in order to get a stamped line of sponsors on their bingo card.

We've found that attendees are often a little intimidated to approach sponsors - as much as they'd like to! This fun, non-compulsory, informal game will encourage attendees to approach sponsors and begin a conversation.

Sponsors and Volunteers Lunch (Early / Late Openings)

The sponsors & volunteers lunch has been allocated in order to give you a chance to enjoy your meal without queuing. Other than the lunch monitors and ushers, all volunteers have been given ample time to enjoy lunch so please ensure you only take an early lunch if you need to.

Keeping the Venue Clean

As well as the responsibilities you’ll be assigned on the day, one of the most important instructions we’ve been given by the venue is to ensure all rubbish has been cleared and that everyone is out of all buildings by 5PM on Sunday.

Let’s all try to do this continuously throughout the event so we can keep the entire venue tidy.
If you see something that needs to be done but don't know how to do it please grab one of the organisers or let us know via the group chat on GroupMe.

**Code of Conduct**

The code of conduct for WordCamp London can be found here: [https://2016.london.wordcamp.org/about/code-of-conduct/](https://2016.london.wordcamp.org/about/code-of-conduct/)

Please ensure that you have read it, understood it and keep it mind with everything you do. If you have any questions, please email the organising team at london@wordcamp.org with your questions.

If any Code of Conduct violation happens, please instantly report it to Jenny Wong via a direct message to Jenny on GroupMe stating the location where you are.

If you are unable to get a hold of Jenny, please contact the Control Desk which will be at the main reception in the Rocket building.

**Thank You!**

Once again and not for the last time, on behalf of WordCamp London 2016 and the WordPress community, thank you for being a hugely important part of it all. Without your contribution this awesome event would not be possible!