



Gala Volunteer Roles Overview

The following personnel are required per session

1. Announcer (x1 person)

- **Primary Duty:** Controlling the flow of the competition and communicating essential information to everyone in the venue.
- **Key Tasks:**
 - Making necessary **Safety Announcements** at the start of each warmup and the start of each session (e.g., pool depth, emergency procedures).
 - Calling events to marshalling (telling swimmers which events to report).
 - Announcing the details of the race about to be swum (Event number, age group, distance, stroke, heat number).
 - Reading the official results after the Referee has approved them.
 - Making announcements for medal presentations, general information, or lost property.

2. Door/Spectator Desk (x2 people)

- **Primary Duty:** Managing spectator entry and providing general event information.
- **Key Tasks:**
 - Collecting entry fees from spectators.
 - Issuing wristbands re-entry.
 - Directing spectators to the viewing gallery or seating area.
 - Answering general queries about the venue, facilities, and start times.

3. Accreditation Desk (x2 people)

- **Primary Duty:** Issuing passes and controlling access for coaches, team managers, officials, and designated volunteers.
- **Key Tasks:**



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- Checking in pre-registered personnel (coaches, Team managers, volunteers, etc.).
- Issuing and managing Accreditation Passes (often wristbands or lanyards) that permit access to poolside and other restricted areas.
- Verifying credentials and ensuring only authorised people gain access to the working areas.
- Managing the distribution of coach/team manager packs (which may contain heat sheets and withdrawal forms).

4. Merchandise Desk (x2 people)

- **Primary Duty:** Managing the distribution of pre-ordered merchandise and the sale of LASA merchandise information.
- **Key Tasks:**
 - Handing out bags of merchandise (already collated and labelled) to customer on production of evidence of their order.
 - Managing the sale of LASA Merchandise taking cash or card payment for such sales.
 - Advising attendees on the products available and how to purchase.
 - If agreed by LASA as appropriate, take manual orders for products no longer available.

5. Heat Stewards/Marshals (x4 people)

- **Primary Duty:** Ensuring swimmers are correctly assembled and organised into their heats and lanes before their race.
- **Key Tasks:**
 - Calling or checking in swimmers for upcoming events (typically 3-6 events ahead).
 - Marking swimmers on the official heat sheets as present.
 - Organising the checked-in swimmers into the correct lane order for their specific heat.
 - Managing the flow of swimmers from the marshalling area to the starting blocks/timekeepers at the appropriate time for their race, ensuring they have their caps and goggles.



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- Maintaining order and quiet in the marshalling area.

6. Trophy/Medal Desk (x2 people)

- **Primary Duty:** Awarding the medals (Gold, Silver, Bronze) to the winning swimmers for each event.
- **Key Tasks:**
 - Receiving the confirmed, official results from the Recorder/Computer desk.
 - Organising and sorting the medals/trophies by event and age group.
 - Calling or waiting for the place-getters to approach the desk.
 - Handing out the correct medal/trophy to the correct swimmer (often requiring the swimmer or coach to sign for it, especially for perpetual trophies).
 - Keeping any uncollected medals safe for the end of the session.

7. Officials Refreshments (x1 person)

- **Primary Duty:** Ensuring all technical officials (Referee, Timekeepers, Judges, etc.) are looked after on the poolside.
- **Key Tasks:**
 - Preparing and distributing drinks (water, squash, coffee) and snacks (biscuits, fruit, sweets) to the officials throughout the session.
 - Taking drinks/snacks around to the different official stations (start end, turn ends, computer desk).
 - Ensuring the officials' break/refreshment area is stocked and tidy.

8. General Runner (x1 person)

- **Primary Duty:** Acting as a communications link and delivering essential paperwork between key areas.
- **Key Tasks:**
 - Delivering official heat sheets from the computer desk to the Marshals and Referee.



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- Collecting and delivering results printouts from the Recorder/Computer desk to the **Announcer**, **Medal Desk**, and the public **Results Board**.
- Relaying messages or urgent information between the Meet Manager, Referee, and other key volunteer stations.
- Filling in for other roles on a very temporary basis if a break is needed (e.g., stepping behind the door desk for 5 minutes).