

Role Description

Overview

This is a customer facing role where you will be directly supporting the smooth running of the conference. It is an essential part in creating a professional and quality experience for all conference attendees.

Role Details	
Role:	Conference Volunteer
Location:	Heathrow, London, UK
Days and Hours of Work:	Saturday 16 th May and Sunday 17 th May 2020 7.30am to 6.30pm (with the possibility of Friday 15 th May)
Salary:	Volunteer Position
Benefits:	<ul style="list-style-type: none"> • Full training and support from the conference organisers and resource team • Complimentary conference ticket, including lunch, refreshments and parking • The opportunity to be part of supportive team with a common goal of adding value to the NLP community • Reduced price ticket to the Friday Masterclass with Judith DeLozier and Judith Lowe • Gaining new skills and knowledge to use in your business or personal life • Networking opportunities • Meeting likeminded individuals
Requirements:	For successful applicants, attendance at our induction day in Spring 2020 is required.
Duties and Responsibilities	

Room Preparation

Setting up the presentation rooms for the requirements of the allocated presenter before the delegates arrive and clearing/tidying the rooms between sessions. This may include, moving seating around, ensuring all equipment is present and working correctly, setting up powerpoint presentations to display on the projection screens, reporting lost property etc.

Supporting Presenters

Supporting the presenter with any requirements to ensure delivery of a successful session. This may include, getting refreshments for them, printing/photocopying, agreeing time checks, scribing on flipcharts, setting up equipment, taking photographs, handing out resources, liaising with hotel staff/organisers/AV representatives, capturing or collating feedback, passing the microphone between delegates and controlling lighting as required.

Supporting Delegates

Supporting the delegates with any questions, queries or feedback. This may include providing directions around the venue, welcoming delegates, listening to their feedback, dealing with any complaints and escalating where required and ensuring their comfort and enjoyment throughout the event.

Session and Registration Management

Being focused on all aspects of the conference experience, being mindful of anything that could have a negative impact. Supporting the smooth running of registration, organisation and sessions.

Health and Safety Awareness

Ensuring all fire exits are kept clear and any potential hazards are taken care of, this may include belongings or chairs blocking routes, cables and other trips hazards in accessible walkways.

Recording Information

Keeping a record of session attendance and any feedback received from delegates or presenters in relation to the conference experience.