

# Welcome Team Handbook

## 2025 Keswick Convention



### Accommodation

#### Skiddaw Street

The entrance doors to your accommodation at the Skiddaw Street Centre are secured by a code – please remember the combinations and be aware that the door sometimes malfunctions. Please ensure that the doors are left closed and secure.

The aim will be to have drinks available in the Lounge. Please ensure that the area is left clean, tidy and rubbish is binned.

Individuals are responsible for their own rooms including the ensuite – please keep these clean and tidy.

When using the corridors, please be mindful of those who may be asleep or resting. The doors are noisy when allowed to swing freely. This applies before 7 am and after 10 pm.

You may be accommodated at **Keswick School** or in some of the other properties hired by Keswick Ministries. These will have their own requirements and arrangements and you will be notified of these.

#### Working With Your Team Leader (TL)

Your TL is responsible to the Welcome Team Leader (WTL) ensuring your team operates safely, efficiently and effectively. He/she will cooperate with the WTL in assessing your role as part of the team so that you can be most appropriately deployed during this and in future Conventions.

TLs have responsibility for their teams and will intervene as necessary to aid team members in resolving issues and providing the initial support in an emergency.

- They are responsible for allocating their balanced team workload which ensures that all duties are completed
- Daily team meetings are required to facilitate the smooth running of the event, to share feedback, ensure everyone understands their daily duties and to pray together

- They will communicate Convention procedures including evacuation and the specific responsibilities involved.

Please co-operate with your TL so that you are at the venue and in the right position on time and ensure all duties/positions are covered. Your TL may have to move your position to cover gaps, or to ensure other locations are adequately staffed at key times.

Your team leader will also:

- Monitor numbers in the venue
- Check entrances/exits, aisles and routes are clear, and close/open doors when appropriate
- Liaise with the WTL before opening doors. Ensure everyone is ready. Open the doors approximately 30 minutes prior to the start of the meeting (on signal from Tech Desk)
- Ensure supplies of clean water/plastic cups are available and re-stock daily particularly during hot weather
- Have a stock of lids for hot drink take away cups which should be covered in any of the venues.
- Co-ordinate the setting-up and tidying of the venue before and after each session
- Check large print and Braille song words are available
- Coordinate distribution of literature either as handout or placed on seats when required.

## Main Tent Specific Duties

### Before meetings:

- **Make sure you have access to water, particularly during hot weather**
- Be punctual at your allocated position so that we are ready to provide a timely welcome as Conventioners arrive
- On arrival at your point of duty, please acquaint yourself with the following information: nearest person with a radio, nearest toilets, drinking water, fire alarm procedure, fire extinguishers, emergency exits
- Ensure your area is clean and tidy with all chairs aligned and locked together
- Make sure you have all literature to be distributed, know when it is to be given out and, if necessary, collected.
- Notify your TL if you need to leave your allotted position
- Welcome people as they arrive with a friendly greeting and smile!



- Direct them to sit towards the centre of the rows and encourage them not to leave empty seats
- It is permitted to reserve a seat for a spouse, friend or family but not for groups! Gently explain, if necessary
- Take appropriate action when dealing with unattended bags, applying the HOT protocol in assessing an item (**H**idden? **O**bviously suspicious? **T**ypical of the environment in which it is found?)
- Possessions of conventioners to be kept with them at all times
- Indicate with raised hand, the number and location of seats
- A specific designated area is provided in the MT for conventioners who use wheelchairs and other mobility aids. Please encourage use of the area whenever possible. However, seats at the end of rows may be removed to accommodate them.
- If buggies are brought into the venue remember chairs must be removed for these so that aisles are not blocked.
- Ensure all aisles and exits are kept clear.

### **During meetings in the Main Tent:**

*Our priority is the well-being and safety of all Conventioners.*

- **Focus needs to be on duties rather than the worship or teaching!** It is expected that you will enjoy the atmosphere in your venue but our priority is the safety and care of Conventioners. For example, please keep your eyes open during prayer times - don't raise your hands during singing or reading
- Make regular checks of your area
- Ensure that aisles and exits remain clear
- Once the programme has begun show people to their seats
- Try to hold people back when there is a prayer or quiet moment
- Assist latecomers in locating empty seats, using appropriate hand signals
- Understand the emergency procedures and your specific role
- Keep your TL informed if issues arise
- If there are crying babies or noisy toddlers, allow a short time to see if the parent can calm their child. If the child doesn't settle speak gently to the parent or carer and remind them that the Crèche is available, where the meeting is on screen
- Be prepared to count numbers in your section when requested by your TL.
- Empty Waste bins in the venue if this is not carried out by the Campus Team and replace bin bags where necessary. Transfer waste filled bags to the large bins behind the PF.

### **After meetings:**



- Tidy the area (collect rubbish), leaving the venue ready for the next meeting
- Where seats have been moved, replace, re-align and re-connect
- Remain in the venue, on duty, until your TL gives the 'all clear' to leave.

### **Last Team Action**

- WTL/DWTL to assess how many team members are needed to remain once most people have left
- As soon as Conventioners leave your area, start to tidy the venue
- Pick up litter from the chairs and floor area
- Check that seats are aligned and connected (safety reasons)
- When required, distribute literature as requested by the WTL/DWTL
- Close exits as they cease to be used, leaving the main exit until last
- Empty waste bins in the venue and replace bin bags where necessary unless Campus Team have done this
- Remain in your venue until your TL is satisfied that all is ready for the next day.

## **Roving Team Specific Duties**

*Our priority is the well-being and safety of all Conventioners.*

The purpose of the Roving Team (RT) is to act as a first point of contact to welcome and provide assistance to Conventioners in and around the Pencil Factory (PF), Base Camp (BC) and Packing Hall (PH). All children and youth, some seminars and other meetings are accommodated in the PF and PH. Base Camp houses the café, exhibition area, bookstall, and a relay.

Roving Team Leaders allocates each member of the team to a specific venue, area or entrance based on their skills and competences. Flexibility is required for team members to work effectively and efficiently together.

- When not in a meeting you may patrol your allotted area
- Ensure that overcrowding does not occur in any part of the venue
- Prevent queues from forming, where possible
- At times of peak traffic keep routes clear permitting good people movement.
- Be prepared to top up supplies during the day for toilets in the Pencil Factory and Packing Hall if there is a need.



Know your venue and the layout of the Site to be able to assist Conventioneers. Be aware of entrances and exits for venues where children and young people are meeting.

#### **Before meetings:**

- On arrival at your point of duty, please acquaint yourself with the following information: nearest person with a radio, nearest toilets, drinking water, fire alarm, fire extinguishers, emergency exits
- Ensure your area is clean and tidy with all chairs arranged as planned
- Notify your TL if you need to leave your allotted position
- Welcome people as they arrive with a friendly greeting and smile!
- Take appropriate action when dealing with unattended bags, applying the HOT protocol in assessing an item (**H**idden? **O**bviously suspicious? **T**ypical for the environment in which it is located).
- Possessions of Conventioneers to be kept with them at all times
- Ensure all aisles and exits are kept clear.

#### **During meetings:**

- Make regular checks of your area or room
- Ensure that aisles and exits remain clear
- Once the programme has begun assist latecomers in locating seats
- Understand the emergency procedures and your specific role
- Keep your TL informed if issues arise
- Be prepared to count numbers in your section when requested by your TL.

#### **After meetings:**

- Tidy the area (collect rubbish), leaving the room or venue ready for the next meeting
- Remain in the venue, on duty, until your TL gives the 'all clear' to leave.
- Empty waste bins in the venue if this is not carried out by the Campus Team and replace bin bags where necessary

## **Other General Matters**

### **Team Member's Time Off and Wellbeing**

The aim is that Team members normally have at least one session a day off duty. Given the many elements of the programme this year we hope that those Team



Members who are physically able might offer to cover additional events. This has been commonplace in previous years but there will be a greater need this year.

- Make the most of opportunities to relax
- Inform others of your plan for the day (it is not advisable to walk in the hills on your own)
- Let someone else know your expected return time
- Try and pace yourself so that you avoid becoming overstretched.
- Notify your Team Leader if there is any issue with your wellbeing

## Operating Radios

### Set-up

- Connect your radio with your ear-piece in place
  - Switch to your allocated channel
  - Switch on the radio
- Sign in to the WTL/DWTL so that they are aware that you are contactable.

### Operation

- Hold radio to mouth
- **Depress the talk key, pause, and then speak**
- Repeat your first words, to avoid first words being lost
- Release talk button and await a response.

### Note

Stay switched to the WT channel, unless seeking someone on a different channel.

Only one person can speak at a time.

If you hold down your talk key, you block the channel to others.

Keep messages short - one or two sentences only.

Avoid passing on private details, e.g., lost child names/private phone numbers.

Sign your radio in and out of each shift.

