



# The Heartbeat of the Club

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## Volunteer Roles & Responsibilities

Helping swimmers, families and events thrive through teamwork, support and community spirit.

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# Keeping the Club Running

## Why Volunteers Matter

- ➔ This club is run entirely by volunteers. From training sessions to galas and everything in between, our activities depend on members and parents giving their time and support.

## Supporting Swimmers & Families

- ➔ Volunteers help create a safe, welcoming and positive environment for swimmers, families and spectators throughout the season.





# Pool Control

Keeping everyone safe


Pool controllers play a vital role in keeping training sessions safe and supervised.

## Key Responsibilities

- Observe the whole pool and surrounding area
- Count swimmers before and during the session to ensure no one is missing
- Raise the alarm and assist the lifeguard in an emergency
- In case of fire alarm or emergency, follow the centre's fire evacuation procedures

## Training & Commitment

Typical cover: **30-45** minutes depending on volunteer availability

-  Pool controller induction at the leisure centre is organised by your Squad Manager and **renewed annually**.

**If a pool controller is not present, the session must be suspended!**

# Lifeguard

Keeping swimmers safe

## Key Responsibilities

- Maintain a safe swimming environment during club sessions
- Support swimmer safety at all times
- Respond immediately to poolside incidents and emergencies
- Provide rescue response and first aid when required
- Ensure pool rules and safety procedures are always followed

## Qualification & Training

- Valid NRASTC (National Rescue Award for Swimming Teachers and Coaches) qualification required
- The course is organised by the club and requires renewal every two years.
- Enhanced DBS check
- Valid Swim England Safeguarding certificate



- ⌚ Typical cover is up to 60 minutes

### **Important:**

**If no qualified lifeguard is present, the session must be suspended!**

# Door & Spectator Entry

Creating a welcoming first impression

Door volunteers are often the first people spectators see on arrival. They greet attendees warmly, manage entry points, sell admission tickets and provide general information about the day's programme – setting the tone for the entire event experience.

## Key Responsibilities

- Welcome swimmers, families and spectators on arrival
- Sell spectator passes and issue wristbands/programmes
- Handle cash and card payments accurately
- Answer general queries about the event schedule and facilities
- Support spectator safety and monitor venue capacity
- Assist with photography permissions and photo stickers

## Training Requirements

No formal training is required. Guidance provided by experienced volunteers.



## Key Skills

- ✓ **Friendly** and approachable
- ✓ **Organised** and reliable
- ✓ **Confident** handling payments
- ✓ **Calm** during busy periods

# Raffle table

Helping raise funds and bring fun to the gala

Raffle table volunteers are the energy and enthusiasm behind one of the meet's most popular features and a vital fundraising stream for clubs. Every ticket sold makes a real difference

## 📋 Key Responsibilities

- **Set up and organise the raffle table** before the session starts
- Attractively displaying prizes to draw in interest and encourage participation
- **Sell raffle tickets** and explain how the raffle works
- Assist in conducting the prize draw, creating excitement for participants of all ages
- Prepare winning tickets for an announcer
- Keep money, tickets and prize lists organised
- Support a **friendly, fun and enthusiastic atmosphere** around the raffle table

## 🧠 Training Requirements

Support available while learning the role.



## 😊 Key Skills

- ✓ Friendly and approachable
- ✓ Confident approaching spectators and promoting the raffle throughout the event
- ✓ Comfortable encouraging raffle participation
- ✓ Organised and reliable during busy periods

# Marshal

Keeping swimmers organised and ready to race



## Key Skills

- ✓ Calm under pressure
- ✓ Organised and attentive
- ✓ Good communication and reassurance skills
- ✓ Positive and supportive attitude

## Key Responsibilities

- Check swimmers in for their events
- **Organise heats** and lane order before races
- Guide swimmers safely through the marshalling process
- Ensure hats and goggles are ready before each event (especially with younger swimmers)
- Support and reassure younger or **first-time swimmers**
- Maintain clear pathways and ensure no unauthorised access poolside
- Report incidents or concerns to the Promoter or Referee
- Help create a calm, positive and organised environment

## Training & Support

No formal training is required. First-time volunteers can shadow a more experienced marshal for support and guidance.

## Suggested Courses

- The Foundations of Inclusivity
- Foundation Safeguarding Course for Adults

# Runner

Keeping the gala flowing smoothly

## Key Responsibilities

- Collect completed time slips from timekeepers **after each heat**
- Sort time slips in **finishing order** for the Referee to confirm and sign
- Once approved reorder by lane number (**Lane 1 on top**) before delivering them to the computer table together with any DQ sheets (if applicable) for processing
- Deliver results to the medal table
- Pass messages between officials, volunteers and coaches and team managers
- Help **distribute start sheets** and other paperwork to officials, coaches and volunteers before the session begins
- Support with general poolside tasks and be available to cover any vacant roles or relieve volunteers if needed

## Training & Support

No formal training is required. First-time volunteers are encouraged to shadow a more experienced runner to learn the flow of the gala and poolside procedures.



## Key Skills

- ✓ Organised and reliable
- ✓ Energetic and quick on their feet
- ✓ Comfortable moving around poolside safely and efficiently

# Medal Table

Celebrating swimmers' achievements



## Key Responsibilities

- Hand out medals and/or certificates using official results sheets
- Mark collected medals against the recording sheet
- Display results sheets for swimmers and spectators
- Help answer questions from swimmers and parents
- Keep medals, certificates and paperwork organised during busy sessions
- Support a friendly and positive atmosphere around the medals table



## Training & Support

No formal training is required. Guidance and support will be provided on the day by experienced volunteers.



## Key Skills

- ✓ Enthusiastic and positive
- ✓ Attention to detail
- ✓ Enjoys interacting with families and swimmers
- ✓ Able to stay focused during busy periods

# Poolside Refreshments

Keeping officials and volunteers energised

## Key Responsibilities

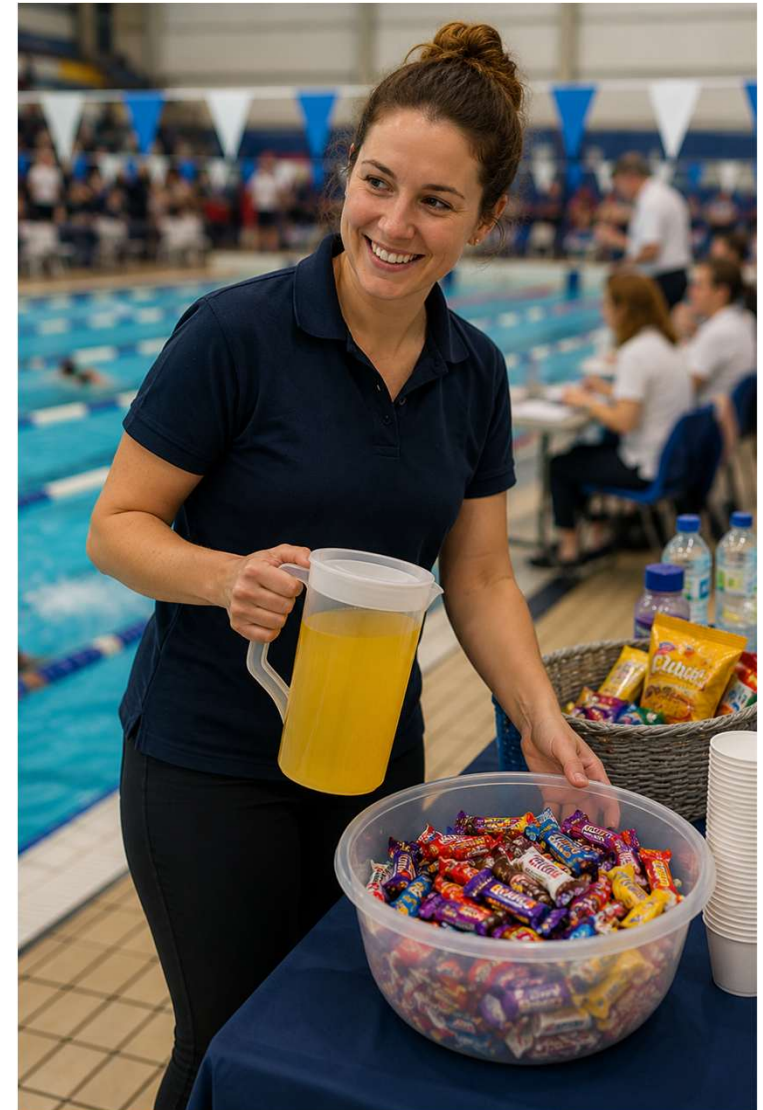
- Hand out drinks, sweets and snacks to officials and volunteers
- Check that officials and other volunteers have enough water
- Refill refreshments and supplies during the session
- Help prepare tea, coffee and refreshments at larger events
- Assist with distributing pre-ordered food during scheduled breaks
- Keep poolside fuelled and hydrated during long sessions

## Training & Support

No formal training is required. Guidance and support will be provided on the day.

## Key Skills

- ✓ Helpful and attentive
- ✓ Positive attitude
- ✓ Enjoys supporting the team
- ✓ Organised during busy periods



# Computer Desk

Keeping results accurate and the gala running efficiently



## Key Skills

- ✓ Accurate and detail-focused
- ✓ Confident using computer systems
- ✓ Calm under pressure
- ✓ Organised and methodical

## Key Responsibilities

- Set up computers, printers and scoring equipment before the session
- Print start sheets and timekeeper sheets for officials and volunteers
- Input and process race results throughout the gala
- Print official results for the medals table and display
- Check unusual or questionable results for the Referee to review
- Monitor printer paper, toner and general equipment during the session
- Support the smooth running of the gala behind the scenes

## Training & Support

Training is essential for this role. New volunteers will shadow an experienced computer volunteer over several sessions to become familiar and confident with the systems and gala procedures before working independently.

# Announcer

Keeping everyone informed and the gala running on time

## 👤 Key Responsibilities

- Deliver the **safety announcement** at the start of each session
- Announce events, heats and important gala information
- Call swimmers to report to the marshals before events
- **Announce results**, finalists and medal winners
- Work closely with the computer team to keep the event running efficiently
- Help maintain a positive atmosphere and engagement throughout the gala

## 🧠 Training & Support

New volunteers should shadow an experienced announcer for one or more sessions to become familiar with the timing, structure and flow of announcements throughout the day.



## 😊 Key Skills

- ✓ Clear and confident speaking voice
- ✓ Friendly and enthusiastic
- ✓ Comfortable using a microphone

# Team Manager

Leading and supporting swimmers throughout the gala



## 🌟 Key Skills

- ✓ Calm and approachable
- ✓ Organised and responsible
- ✓ Good communication with swimmers and parents
- ✓ Encouraging and supportive leadership and teamwork

## 👥 Key Responsibilities

- Support swimmers alongside qualified coaches throughout the gala
- Help ensure swimmers are signed in and ready for events
- Communicate important information to swimmers and parents
- Promote positive team spirit and behaviour
- Support swimmer wellbeing and safeguarding
- Supervise swimmers between races and during breaks if required
- Assist with organisation and coordination of the team during competitions

## 🧠 Training & Support

- Team Managers must complete the minimum Team Manager Module 1 online workshop
- Hold up-to-date DBS check and approved Safeguarding training
- New volunteers are encouraged to shadow an experienced Team Manager before working independently.

# Timekeeper

Keeping races fair and accurate

## Key Responsibilities

- Record race times using a stopwatch
- Confirm swimmer identity and lane before each race
- Stand in the ready position at the long whistle
- Start and stop the watch accurately during races
- Observe turns and finishing touches
- Record times clearly on the time sheet
- Press the electronic plunger at the end of the race (if used) for accurate backup time
- Report any concerns to the Chief Timekeeper, Judge or Referee
- Help place and remove backstroke ledges if required

## Training & Support

- Complete the Swim England Timekeeper online course and practical assessment with your club allowing you to time keep Level 4 galas
- Practical support provided during first sessions
- Complete Foundation Safeguarding for Adults



## Key Skills

- ✓ Good concentration and attention to detail
- ✓ Calm and focused under pressure
- ✓ Reliable and punctual
- ✓ Comfortable standing poolside for longer period

# Interested in becoming an official? Here's the officiating pathway for anyone interested

## Judge Level 1

Entry-level officiating qualification and the first step into technical officiating. Covers the roles of Timekeeper, Chief Timekeeper, Inspector of Turns and Relay Take-Overs. Officials complete an online theory workshop followed by practical poolside training and mentoring with experienced officials. A J1 Theory Pass is the minimum requirement to time keep at Level 3 licensed meets. Officials are expected to develop knowledge of swimming rules, turns, finishes and timing procedures. The initial licence is valid for 4 years

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## Judge Level 2 Starter

Qualified Starter responsible for ensuring fair and consistent starts for all swimmers. Works closely with the Referee and has one of the most visible roles on poolside. Officials are normally expected to complete around 20 hours of practical experience as a J2 Judge before progressing to Starter training. Training includes theory workshops, mentoring and practical poolside assessments with experienced officials.

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## Judge Level 2

Qualified Stroke and Finish Judge with wider poolside officiating responsibilities. J2 officials observe strokes, turns and finishes, determine race placings and report infringements to the Referee.

To begin J2 training, officials are normally expected to have completed around 20 hours of poolside experience in a J1 role. Training includes workshop sessions, mentoring by experienced officials and practical poolside assessments.

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## Referee

Highest officiating qualification in swimming. The Referee has overall responsibility for the safe and fair running of the competition, including rule enforcement, health and safety, dispute resolution and final decisions on disqualifications..

Referee training includes advanced theory sessions, examinations and extensive assessed practical experience at competitions

## Officials: Brief Description of Specific Roles and Responsibilities

**Chief Timekeeper:** Supervises the team of timekeepers and ensures accurate backup timing is recorded. Provides reserve times and supports the Referee in the event of timing issues or electronic malfunctions.

### **Inspector of Turns**

Positioned at the turn end of the pool, Inspectors of Turns observe turns, touches and underwater work to ensure swimmers comply with competition rules. Any observed infringements are reported to the Referee.

### **Stroke Judge**

Positioned along the sides of the pool, Stroke Judges observe the legality of each stroke, including body position, kick and arm pull throughout the race. At the turn end, they also observe turns and finishes and report any infringements to the Referee which may result in disqualification.

### **Finish Judge**

Positioned at the finish end of the pool, Finish Judges observe the order in which swimmers finish each race. They provide an important backup to the electronic timing system and help confirm accurate placings.

### **Judge Level 2 – Starter**

Positioned at the start end of the pool, the Starter controls the start of each race and ensures all swimmers begin fairly and consistently. Working closely with the Referee, the Starter oversees the starting process and may recall races in the event of an unfair or false start.

# Gala Day: Arrival, Briefings & Support

## Arrival & Check-In

- All volunteers are asked to check in at the front door table on arrival.
- Every role includes shared responsibility for setup, tidying away and supporting the smooth running of the gala.
- Officials should then report to the **Lead Referee** for the officials' briefing and role allocation.



## Volunteer Briefings & Mentoring

- Non-official volunteers should report to the named **Volunteer Lead** for the gala.
- Details of the Volunteer Lead will usually be shared before the event or can be confirmed at the front door table on arrival.
- New volunteers will receive role guidance, brief information and mentor support where needed.

## Interested in Getting Involved?

- If you would like to help with any volunteer role or begin officiating training, please speak to your Squad Manager or contact Training Coordinator via [kuhsctraining@gmail.com](mailto:kuhsctraining@gmail.com)

## Questions?

- If you would like more information about any volunteer or officiating role, please get in touch.
- We are always happy to answer questions and help new volunteers get involved.

# Thank You, Volunteers!

## You Make It Possible

Every training session, competition and club event relies on the time, energy and dedication of volunteers.

Whether you help poolside, support swimmers, officiate, organise events, work behind the scenes or simply step forward when help is needed, your contribution makes a real difference to our swimmers and the wider club community.

Your support helps create a safe, welcoming and positive environment where swimmers can grow in confidence, develop friendships and enjoy the sport they love.

No matter how big or small the role may seem, every contribution matters and is genuinely appreciated.

**KUHSC simply could not do it without you.**

