

Welcome Team Role Description



Mon 29 Mar to Fri 2 Apr 2027, Torquay

Role Purpose:

To provide a warm welcome to all delegates at various venues. Your aim will be to help the conference run smoothly and safely. You will need a big heart for serving others along with lots of energy. The role will be physically demanding as you will be on your feet for several hours. You will get to hear parts of the event programme whilst you are serving.

Person Specification:

As part of the Welcome Team, you will be representing FIEC who are hosting Rising Lights, and helping to share the gospel through your words, actions, and attitude. For this reason, this role volunteers need to be someone with an active Christian faith and a heart for serving others.

We are looking for individuals who are naturally friendly and approachable, with a cheerful, welcoming manner that helps put others at ease. You should enjoy serving people, showing patience and kindness even in busy or challenging moments, and bringing enthusiasm to everything you do.

This role can be physically demanding (e.g. periods of standing and walking between venues), so a good level of stamina and the ability to stay active for extended periods of time is important. A positive attitude, reliability, and punctuality are essential, along with a willingness to follow instructions carefully while also taking initiative where needed.

You should feel confident engaging with others, offering directions and support clearly, and adopting a customer-service mindset in your interactions with delegates. Above all, you'll thrive as part of a team—working together, supporting one another, and contributing to a unified and encouraging atmosphere throughout the event.

Team context

You will be part of a large team, split into smaller teams to create community and friendship. You will have a team leader to support you throughout the week.

Key Tasks

- Welcome and direct guests
- Manage queues and flow
- Maintain safety and cleanliness
- Assist those with additional needs
- Support venue setup and reset
- Follow emergency procedures
- Attend team briefings
- Help other teams as required

Remuneration:

This is a voluntary role. We wish to be good stewards of the funds we have available to us and keep the ticket prices as low as possible, and therefore if you do not require accommodation or food, please let us know in your application form. Traveling to the event is the responsibility of the volunteer.

What is Provided

- Twin rooms for same sex volunteers (please let us know on the application if you have a friend or family member you wish to share with)
- Double rooms for married couples.
- Single rooms (£25/night supplement)
- Families arrange own accommodation (up to £50 per volunteer per night reimbursed for the four nights)
- Lunch at Riviera International Centre and dinner at the Riviera International Centre or your hotel (you will be informed of which nearer the time)
- If you wish to eat with friends or family, please feel free but there is no reimbursement for those eating elsewhere
- Travel reimbursed up to £60 with receipt
- No parking provided so please arrange this if it is required.
- Spouses of volunteers can receive 50% off their Rising Lights ticket.
- If a volunteer has a child they intend to take to Rising Lights, then that child will receive a guaranteed space in the kids group.

Hours of Work

- Shift coverage between 08:00 – 22:30
- Approx. 8 hours per day

- Scheduled breaks included
- Monday: lunchtime briefing
- Friday: pack-down and later departure

Volunteer Requirements

- Over 18 and out of school education
- Agree with FIEC values
- Be available for the full week
- Provide two references
- Eligible to volunteer in the UK
- Complete safeguarding declaration
- Complete code of conduct
- Provide us with a photo for your lanyard