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### [1. FREQUENTLY ASKED QUESTIONS](#)

We engage more than 1500 volunteers to assist us with various tasks for the Blackmores Volunteer Program prior to the event at the ASICS Event Expo and on Event Day. It is the invaluable support both in the lead up to and on the event day that is a major contributor to the enjoyment of the many participants who register for the event.

For more information you have on volunteering with us please read through the Frequently Asked Questions outlined below or contact the Volunteer Management Team ([volunteers@sydneyrunningfestival.org](mailto:volunteers@sydneyrunningfestival.org)).

PRE-EVENT DAY	
HOW DO I REGISTER TO BE A BLACKMORES VOLUNTEER?	Volunteer applications will a little later than usual this year (July)! You will find the link to the application form on the volunteer page on the website once it is live.
HOW OLD DO I HAVE TO BE TO VOLUNTEER?	The minimum age is 14 years old; all persons between the ages of 14 to 18 must have the application form agreed to by their consenting Parent/Guardian. Persons under 14 are ineligible to volunteer at the Blackmores Sydney Running Festival. All persons between 14 to 18 years of age must also have an Event Day Supervisor (parent/guardian) to be present on the day; this person is responsible for the under-aged volunteer and must also be registered as a Volunteer.
WHAT IF I WANT TO VOLUNTEER AT THE SAME LOCATION AND IN THE SAME ROLE AS MY FRIEND(S) OR FAMILY MEMBER(S)?	Of course – groups are encouraged! Simply choose a group name (e.g., Team A, Group Blue, The Smiths etc.) and all members of the family or group will need to write this on the application form with the correct spelling. We will then try our very best to accommodate all members of 'Group Blue', for example, at the same location with the same role. If in doubt, email <a href="mailto:volunteers@sydneyrunningfestival.org">volunteers@sydneyrunningfestival.org</a> and let us know the members who wish to volunteer together, and we will do our best to accommodate.
HOW DO I KNOW WHAT LOCATION AND ROLE FOR WHICH I WILL BE REGISTERING?	Follow the links below for event location and role options. You will be able to choose your preferred role/location when you apply to volunteer. We will do our best to allocate accordingly – however, we cannot always guarantee first preferences. <ul style="list-style-type: none"> <li>• <a href="#"><u>Pre-event Roles &amp; Responsibilities</u></a></li> <li>• <a href="#"><u>Venue Roles &amp; Responsibilities</u></a></li> <li>• <a href="#"><u>Course Roles &amp; Responsibilities</u></a></li> </ul>
WHAT SHOULD I TAKE INTO CONSIDERATION WHEN CHOOSING A LOCATION?	The event has an early morning start with the first race commencing at 6:00am and the earliest volunteer shift commencing at 4:30am. You will need to consider your start time and how you will get to your location.
WILL I GET MY FIRST PREFERENCE OF LOCATION AND ROLE?	You will be able to choose your preferred role/location when you apply to volunteer. We will do our best to allocate accordingly – however, we cannot always guarantee first preferences as we are working with a large number of roles that need filling.



<p>HOW DO I REGISTER TO BE A TEAM LEADER OR 2IC?</p>	<p>If you have experience working or volunteering at event (especially running events), we would love to consider you for a Team Leader role. Team Leaders will have increased responsibility and will guide a team of volunteers on event day.</p> <p>Please indicate this on your application form and contact the Volunteer Manager at <a href="mailto:volunteers@sydneyrunningfestival.org">volunteers@sydneyrunningfestival.org</a> to show your interest and outline some brief experience in a similar role.</p>
<p>HOW WILL I KNOW IF MY APPLICATION FORM HAS BEEN RECEIVED?</p>	<p>Once you have submitted your application form you should automatically receive a confirmation email stating we have received your form. Keep this as a reference document as it can be used to help identify you when emailing/calling the Volunteer Manager with any issues/questions you may have.</p>
<p>WHEN WILL I BE RECEIVING THE FINAL DETAILS FOR THE DAY?</p>	<p>You should receive your shifts in late August/early September. You will receive all important event information including:</p> <ul style="list-style-type: none"> <li>• Event Day Roster (start time, location, role, supervisor details, how to get there &amp; other important information)</li> <li>• Volunteer Operations &amp; Induction Guide (read through this to know the event, your job and who your team is)</li> <li>• Course Map (showing you where to Check-In)</li> </ul>
<p>DO YOU HAVE ANY TRAINING FOR THIS EVENT?</p>	<p>Yes, there will be an online briefing/training session held early September. If you are placed in a role as a Workforce Support, Team Leader or 2IC the training session is mandatory. If your role is a crew member the training sessions are highly recommended. You will only be required to attend 1 training session. This training session will brief you about the event, your role and also give you the chance to ask any questions you have about the event or the day.</p> <p>Exact dates and times TBC.</p>

EVENT DAY	
<p>WHAT TIME WILL MY VOLUNTEER SHIFT START?</p>	<p>Shift times will be confirmed late August/early September. Shifts generally fall anywhere between 4:30am – 1pm.</p>
<p>HOW LONG WILL MY SHIFT GO?</p>	<p>Your shift length will depend on your location on the course, or the venue and which events go past your location. Shifts are approximately 6-8 hours in duration including set up, pack up, and clean up.</p>
<p>HOW DO I GET TO MY LOCATION?</p>	<p>You will need to make your own way to your location. Some locations have parking nearby. Remember that there are many road closures on this day so please keep an eye out on these websites for updates on transport and road closures relating to the event on Sunday 19 September 2021. Plan your trip carefully to ensure you arrive on time at the right location. When you receive your shift, you will also receive Transport &amp; Private Vehicle options. Please visit <a href="http://www.transportnsw.info">www.transportnsw.info</a> and <a href="http://www.livetraffic.com.au">www.livetraffic.com.au</a> for more information.</p>
<p>WHAT SHOULD I WEAR ON THE DAY?</p>	<p>You will be given a Blackmores volunteer t-shirt and a cap to wear, you will need to collect these from your Team Leader on arrival at your location. We ask that you wear comfortable pants or shorts and closed toed shoes such as joggers as there may be walking involved and standing on your feet for long periods of time.</p>
<p>WHAT FOOD/REFRESHMENTS WILL BE PROVIDED ON THE DAY AND WHAT SHOULD I BRING WITH ME?</p>	<p>A snack pack will be provided to all volunteers so ensure you collect this from your Team Leader or 2IC on the day. Please also bring additional food and drink but remember that there is nowhere at the event to store personal belongings, so only bring what is necessary.</p>



IS THERE ANYWHERE TO STORE PERSONAL BELONGINGS?	No, there is nowhere to store your personal belongings at the event so please only bring what is necessary.
CAN I REGISTER ON THE DAY AS A VOLUNTEER?	No, to volunteer for the Blackmores Sydney Running Festival you will need to be registered before the day.
WILL I HAVE OTHER VOLUNTEERS WORKING WITH ME?	Yes, you will have other volunteers working with you. The only time you might be by yourself is if another volunteer is taking a short meal break or if you are a Course Marshal.

#### BENEFITS OF VOLUNTEERING

WHAT RECOGNITION WILL I RECEIVE?	You will receive an official Certificate of Appreciation and thank you by email after the event. Your event experience will be valuable on a CV.
WHAT DO I GET FOR VOLUNTEERING?	Other than having a great time and meeting new people, all volunteers will receive the following: <ul style="list-style-type: none"><li>• A Blackmores volunteer T-shirt</li><li>• An event Cap</li><li>• A Snack Pack or Lunch</li><li>• Bottled Water</li><li>• Certificate of Appreciation</li></ul> For more information <ul style="list-style-type: none"><li>• Please visit the website <a href="http://www.sydneyrunningfestival.com.au">www.sydneyrunningfestival.com.au</a> and click on the Volunteers tab.</li><li>• Email the Volunteer Manager <a href="mailto:volunteers@sydneyrunningfestival.org">volunteers@sydneyrunningfestival.org</a></li></ul>



## 2. ASICS EVENT EXPO

The ASICS Event Expo is held at the beautiful Sydney Town Hall. The ASICS Event Expo will be open from Thursday 16 – Saturday 18 September where all participants collect their race bib, browse official merchandise, running equipment, partner offers, and drop off their event day bag to access post-race.

The ASICS Event Expo will be located in Lower Town Hall, George Street, Sydney. Each participant must attend the ASICS Event Expo to collect their race bib. As a Blackmores volunteer, you will be able to work either one or multiple shifts in the days leading up to the Blackmores Sydney Running Festival.

ASICS Event Expo Opening Times	
Date	Times
Thursday 16 September	8:00 AM – 8:00 PM
Friday 17 September	8:00 AM – 7:00 PM
Saturday 18 September	8.00 AM – 5:00 PM

*\*Please note that the above times are the Event Expo operating times only. There will be multiple volunteer shifts held within the above times.*

### Volunteer Roles:

- **Information Guide**
- **Participant Race Bib Distributor**
- **Help Desk Advisor**
- **Baggage Drop Off**

#### **Information Guide**

You will be the welcoming face of the ASICS Event Expo, directing participants to key areas; participant race bib collection, info desk, expo exhibits, race entry, clothing baggage drop off area, etc. You will need to check that participants have a confirmation email, SMS and/or know their race number.

#### **Participant Race Bib Distributor**

You will liaise directly with the participants. Each runner should arrive at the registration desk with a confirmation email or SMS which contains their bib number. Race bibs will be collated in alpha-numeric order in boxes behind the counter which you will have to locate.

#### **Help Desk Advisor**

You will assist participants with any enquiries they may have. An Information Pack will be provided to help assist you to answer the enquiries. You will have a supervisor who can also assist if you do not know an answer.



## **Baggage Drop Off**

You will assist in the drop off area for participant clothing baggage. Some participants wish to have items ready for collection from near the finish line since the start line is in a different location. Participants will arrive at the pre-event baggage area with their clothing and belongings. These items will be taken out from the owner's bag and placed into an event-provided bag. The participant will then hand you their bib number baggage sticker which you will place on the bag with their contact number. Baggage is then placed into the correct tubs for event race day.

We will also need assistance at the end of the day to assist with packing up the bags for transfer to the event day venue.



### 3. VENUE ROLES & RESPONSIBILITIES

We operate four venues on event day with Blackmores volunteers posted at all four, including:

- **Start Venue – Bradfield Park, Milsons Point**
- **Finish Line 1 – Sydney Opera House**
- **Finish Line 2 – Sydney Conservatorium of Music**
- **Blackmores Recovery Village – Royal Botanic Gardens.**

In the venues, the work-teams are made up of Functional Area Managers, Workforce Managers, Workforce Support, Team Leaders, and Crew along with various other Event Staff who all support one another to deliver an excellent event to all participants and spectators.

#### Venue Volunteer Roles:

- **Workforce Support**
- **Team Leader**
- **Help Desk**
- **Wayfinding**
- **Drink Station Crew**

#### **Workforce Support (WFS):**

As Workforce Support you will work very closely with the Venue Workforce Manager. You are then required to ensure all volunteers have signed-in, received a t-shirt, cap and snack pack. You will help to organise volunteers into their functional areas and hand them over to their Team Leader/Supervisor. You will help the Workforce Manager deploy volunteers & re-deploy in areas as required. Throughout your shift you will check on the volunteers, take them extra water/snacks and solve problems while roaming the venue.

You must be available to attend a mandatory evening training/briefing session prior to Event Day to gain further information about your Roles & Responsibilities as a Workforce Support.

#### **Team Leaders (TL):**

Team Leaders are responsible for coordinating and instructing volunteer crew to successfully operate their assigned role in a specific functional area; (for example, at Drink Stations, Wayfinding & Medal Distribution). All TL's will act as the first point of contact for their crew members. Should a TL require assistance, they are asked to approach their Functional Area Manager or Workforce Manager.

You must be available to attend a mandatory evening training/briefing session prior to Event Day to gain further information about your Roles & Responsibilities as a Team Leader.

#### **Help Desk (HELP):**

The role of a Help Desk volunteer is to have a thorough understanding of the venue in order to be a source of information to spectators & participants. You will be based at a help desk and will be provided with maps and a booklet of Frequently Asked Questions.



### **Wayfinding (WAY):**

Wayfinders are responsible for static and roaming positions within your Venue to provide directional assistance and information to race participants and spectators on Event Day. Wayfinders need to use the briefing information & maps provided to them to identify key landmarks & event areas to participants (e.g. the location of toilets, corporate marquees, sponsor tents/activations, baggage collection area). You will need to follow instructions from your Functional Area Manager and Team Leader.

### **Drink Station Crew (DS):**

As a Drink Station Crew member, you are responsible for assisting with the set-up, pack-up, and operation of drink stations within the venues. Sydney Opera House volunteer crews will hand out water bottles, while other venues will service the participants with cups of water.

### **Start Venue:**

- **Information and Registration**
- **Baggage Drop Off**
- **Start Assembly Crew**

### **Information and Registration (REGO):**

Provide information to participants and assist the registration team with the distribution of missing/lost race kits.

### **Baggage Drop Off (BAGD):**

Volunteers working at the Baggage Drop Off area will provide assistance by collecting runners' clothing bags and sorting these in order for them to be transported to the Recovery Village for pick up after the race.

### **Start Assembly Crew (STA):**

Volunteers working as part of the Start Assembly Crew will be split across the three different start sections (A, B, C). Your role will be to assist participants and ensure that they enter through the correct start chute.

### **Finish Venues:**

- **People Movers**
- **Marathon Recovery Zone Crew**
- **Medal Distributor**
- **Media Assist**
- **Results**
- **Baggage Collection**



### **People Movers (PPL-MOV):**

As a People Mover you will need to ensure that participants do not stop within the chute once they have crossed the finish line. You will need to ensure that the finish line is kept clear at all times by directing participants toward Drink Stations & Meeting Points within the Recovery Venue.

People Movers are based at the Finish Chute and will assist the Medical Team to open barricades for Medical Tent Access when required. You will also provide directional assistance and encouragement to participants within the Finish Chute.

### **Marathon Recovery Zone Crew (MARA):**

As a Volunteer Crew Member in the Blackmores Marathon Recovery Zone you will be required to alternate between awarding marathon runners with their marathon finishers T-shirts and medals and man the Drink Station within the designated Marathon Recovery Zone.

### **Medal Distributor (MED):**

As a part of the Medal Distribution Crew you will work to ensure all participants receive a medal of participation at the completion of their event. Medals for each of the events will differ slightly.

### **Media Assist (MEDASSIST):**

As a Media Assist you will provide assistance to the Media Manager. You may be asked to complete roles include; collecting and distributing results and releases from the Media Manager in the operations shed to the media at finish line, assisting with media interviews, assisting with athlete direction from finish line to mixed zone as directed etc.

### **Results (RSLTS):**

Assist the Results Manager with spotting and tagging first, second and third place getters in the Marathon, Half Marathon and Bridge Run. You will escort these winners to the stage within the Blackmores Recovery Village and make them known to the Stage Manager in time for the event presentations.

### **Baggage Collection (BAGC):**

You will assist in the baggage collection area for participants to collect their belongings post-event. Some participants wish to have items ready for collection from near the finish line since the start line is in a different location.

Trucks will drop off the participants' belongings with their bib number clearly labelled. Volunteers will sort the bags into their event, wave, and number order. Volunteers will need to sight the participant's bib and find their matching bib number on the bag to return it to the correct owner.





#### **4. COURSE ROLES & RESPONSIBILITIES**

The course covers 42km of road throughout Sydney with volunteers posted at various locations:

- **Course North**
- **Course Central/CBD**
- **Course West**
- **Course South**

Course work-teams are made up of Managers, Supervisors, Team Leaders, and Crew along with various other Event Staff who all support one another to deliver an excellent event to all participants. As a Course Volunteer you will be positioned at Course North, Central/CBD, Course South or Course West. On-course roles include Drink Station Crews and Course Marshal Crews.

##### **Drink Stations:**

There are Drink Stations (DS) located around the course, some catering for specific race participants and some catering for all race participants. The Drink Stations are classified as either a Water Station or a Personal Refreshment Station (PRS). A Personal Refreshment Station provides water as well as Elite athletes personal drinks.

Each Drink Station is made up of a team of people:

- **Drink Station Manager (Event Staff)**
- **Team Leader (Volunteer)**
- **2IC (Volunteer)**
- **Crew (Volunteer)**

##### **Drink Station Team Leader (DS-TL):**

This role is suitable for people with previous TL and event day experience who wish to take on an increased level of responsibility. You must be available to attend a mandatory evening training/briefing session prior to event day to gain further information about your role & responsibilities as a TL.

The Drink Station (DS) Team Leader's (TL) role is to work with the DS Manager and coordinate and instruct crew members to successfully set up, operate, & clean up the assigned DS. The TL will act as the first point of contact for providing operational information to crew members. They will be required to lead the DS volunteer crew and provide drinks/refreshments from the first to the last participant on the day.

##### **Drink Station 2nd in Charge (DS-2IC):**

This role requires you to check-in and provide support for the DS Crew where required. The 2IC works closely with the DS TL and DS Manager at each station, as well as liaising with the DS Volunteer Manager via radio about numbers and overall operations. The 2IC will assist with the distribution of volunteer t-shirts, caps & snack packs.

You must be available to attend a mandatory evening training/briefing session prior to the event day to gain further information about your role & responsibilities as a 2IC.



### **Drink Station Crew (DS-C):**

The DS Crew are the 'engine' of the station and are there to 'make it work'. The DS crew will set-up, operate and clean up the water or Personal Refreshment Drink Station. Crew will provide water and/or refreshment drinks to all runners as they pass. As a crew member you will be supported by the DS Manager, TL & 2IC.

### **Course Marshals:**

The Course Marshals are located around the 42km course within the 4 areas outlined. Each area is then split into numerous sectors for a small team of Course Marshals who will ensure the area is setup correctly, maintained and also to provide directional assistance and encouragement to participants.

Each Zone is made up of multiple Sector Teams including:

- **Course Zone Supervisor (Event Staff)**
- **Course Zone Supervisor Assistant (Event Staff)**
- **Course Zone Workforce Support (Volunteer)**
- **Course Sector Team Leader (Volunteer)**
- **Course Marshal / Course Crew (Volunteer)**

### **Course Sector Team Leader (CS-TL):**

This role is suitable for people with previous TL and event day experience who wish to take on an increased level of responsibility. You must be available to attend a mandatory evening training/briefing session prior to the event day to gain further information about your role & responsibilities as a TL.

The Course Sector Team Leader is a very important position along the course. The TL is required to help the Course Workforce Support in deploying the Course Marshals to key locations along the course and provide specific information to the Course Crew about their job specific to that point.

### **Course Marshal Crew (CM-C):**

The Course Marshal Crew are to follow the instructions from their Course Workforce Support, Team Leader, or Supervisor. The CM's job varies depending on the exact work location and environment. The CMs will help the Course Workforce Support and the TL set-up, operate and maintain the sector. You will also provide directional assistance and encouragement to participants. Crew will also need to ensure their immediate area is clean and free of obstacles.

You are invited to attend a recommended evening training/briefing session prior to event day to gain further information about your role & responsibilities.