



Jane Tomlinson's **RUN FOR ALL**



EVENTEERS

VOLUNTEER PROGRAMME

HANDBOOK

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WELCOME

Congratulations on being an official Run For All Eventeer!

You are now one of hundreds of Eventeers who selflessly give their time to play a significant role for both the smooth delivery of the event but also keeping all the participants encouraged, motivated and safe!! Through your support you are not only allowing our events to take place but your continued support helps these events to grow, allowing

more people to participate and raising more money for charities on both a local and national scale. Quite simply, we couldn't put on these events without our incredible team of Eventeers on the day. So, on behalf of everyone here at Run For All, the participants and everyone else involved in the event, Thank you!

"I volunteer because I want the people who run to be looked after, I really want them to just go and run and not have to be concerned about which direction they're running in or obstructions on the way or make sure they have everything they need depending on my volunteer role. As a volunteer I can make sure that happens and I can cheer them on their way too!"

Viv Williams - Eventeer



"Huge thanks to all the volunteers. Your hard work was certainly appreciated by me pre-race, during my half and afterwards. Part of the great experience on the day"

Jennifer Turner - Participant

"Great Event made possible by these amazing people. Thank you"

Tim Issacs - Participant



Jane Tomlinson's RUN FOR ALL

Why we do What we do!

Run For All is part of the lasting legacy of the late amateur athlete and fundraiser Jane Tomlinson CBE.

Jane, from Leeds, made headlines around the world by taking part in a series of incredible endurance events - despite being diagnosed with an incurable cancer. The mum-of-three defied her devastating diagnosis to complete challenge after challenge - from marathons and triathlons to ironman contests and cross-Europe cycle rides.

By 2007 her declining health meant she was unable to take part in any more extraordinary undertakings. However, using the money she raised on her epic American adventure, Jane was able to sow the seeds for the Run For All Leeds 10K - the cornerstone of what would become her continuing legacy.

Today that one run has grown into one of the UK's biggest not-for-profit events companies, providing a fundraising vehicle for a huge number of local and national charities. However Run For All's philosophy remains exactly the same: high-quality, great fun events for absolutely all abilities.



Find out more about Jane's Story [here](#)
By volunteering with Run For All, you are helping to continue Jane's Legacy and support the fundraising for a huge number of local and national charities.

Eventeer Journey

START

STEP 1

Find the role and event you want to be part of.

STEP 2

Sign up to the event via active.

STEP 4

Come along to the event and have a great day!

STEP 3

Receive full briefing information at least 1 week before the event.

STEP 5

Give your feedback post event and sign up to the next!

As our name suggests, our events are 'For All' and this is just the same when it comes to our volunteers. We have a wide range of Eventeer Roles on Event Day to suit everyone - for all age ranges, abilities and experience levels. However, to make sure everyone is safe and sound we do have a couple of stipulations:

- Route Marshal Eventeers need to be 18 years old or over
- 16 - 18 years olds will need parental/guardian permission to be an eventeer
- Under 16's will need to have a parent/guardian present with them at all times on event day.

Our Eventeer Roles are based both in our Event Village, helping participants both pre-race and post-race, or out on Route where you will see participants in action!

Course Roles



Route Marshals

The route marshal is a fantastic way to see the event and help create an electric atmosphere from start to finish, lead runner to backmarker! You will be allocated a point on route and will be supported by a Senior Marshal as well as the Run For All Course team. The route marshal will often be based on a junction and support the public regarding road closure enquiries so knowing the area is always a bonus!

This is a great role for all Eventeers – groups and individuals! However, please note all Route Marshal Eventeers need to be 18 years old or over.



Drink Stations

Drink Station Eventeers are a welcome sight for all runners as they make their way around the route for a welcomed respite, especially in the summer months. Eventeers will be ready for the first runner and the last with that all-important drink of water whilst also shouting words of motivation and support. You will be supported by a Drink Station Manager allocated to your Drink Station as well as the Run For All Course Team.

This is a great role for groups such as cadets, scouts, school groups and sports clubs!

Splash & Sponge Station

In the Summer Months when temperatures are higher we will add in extra Hydration Stations on Route to keep our participants cool and hydrated! Our Eventeers on the Splash/Sponge Stations will be ready and on hand to assist keeping runners cool as they pass through the splash/sponge station whilst also shouting words of motivation and support. You will be supported by a Drink Station Manager as well as the Run For All Course Team.

This is a great role for groups such as cadets, scouts, school groups and sports clubs!

Please note – this role will not be available at all events.

Event Village Roles

Baggage Store

The Baggage Store is one of the first and last stops participants will make when they arrive to the Event. Our Baggage Eventeers will greet participants both pre and post event as they drop off and collect their belongings. At the Baggage Store. Working closely as a Team, you will help sort and store bags numerically to speedily reunite runners with their bags and a well-deserved congratulations! You will be supported by a Baggage Manager as well as the Run For All Venue Team.

This is a great role for all Eventeers – groups and individuals! Team work plays a big part in this role so is a great way for teams to work together or to meet new people!



Finish Processing

Our Finish Processing Eventeers will have an extremely rewarding day as they will be some of the first faces participants see as they cross the finish line. Eventeers will be ready with that all-important medal, goody-bag and water to hand to every participant as they finish their race with a well-deserved congratulations. Eventeers here will also help channel participants into the 'T-Shirt Collection' and 'No T-Shirt Collection' based on their bib so is a great role to be vocal with! You will be supported by a Finish Processing Manager as well as the Run For All Venue Team.

This is a great role for all Eventeers – groups and individuals! Team work plays a big part in this role so is a great way for teams to work together or to meet new people!



Race office

The Race Office is the Hub of the Event Village where our team of friendly Eventeers will be waiting to help! Participants will come here to collect their Race Numbers pre-event where our Eventeers will be on hand to assist and give them a warm welcome and calm the pre-race nerves. This is a customer facing role so our Eventeers need to be friendly, approachable and chatty! You will be supported by a Race Office Manager as well as the Run For All Venue Team.

This is a great role for individual volunteers!



Corporate

Our Corporate Challenge is for Corporate Teams to battle it out and be crowned Corporate Challenge Champions! Eventeers will look after the Teams in a private area of the Event Village where they will meet both pre and post-race. Eventeers will assist the Manager to decorate the room, provide refreshments to participants and help store their baggage before giving them a big congratulation upon their return. This is a great role for individual volunteers!

Please note - this role will not be available at all events.



HOW TO SIGN UP

Know what role you want to do? Great! Next it is time to sign up! The easiest way to do this is follow the link at the end of this Handbook for the event you want! Signing up as a Group? Again, sign your group up through the link where you will be able to say what your Group Name is and how many Volunteers you are expecting. Otherwise please email eventeers@runforall.com and one of the team will be more than happy to help!



"I HAD AN AMAZING TIME VOLUNTEERING AT THE EVENT, I'M STILL BUZZING NOW!"

TRACY ROBINSON



"THANKS FOR MY SECOND YEAR MARSHALLING, I LOVE IT AND I THOROUGHLY ENJOY GIVING THE RUNNERS ENCOURAGEMENT AND THEY ARE ALWAYS VERY THANKFUL"

AMANDA RHEAD

Please note if you are volunteering for a Partner Charity of the Event make sure you are signing up directly with that charity

Event Brief

At least 1 week out from Event Day you will receive a brief like the one below. If you have not received your brief before this then please email eventeers@runforall.com



Jane Tomlinson's RUN FOR ALL

Role Title

Event Name

Role Responsibilities

- Ensure runners take the correct route
- Assisting with any vehicle queries – using the road closure Google My Maps link above as well as any specific instructions given
- Helping runners if they need assistance or wish to withdraw
- Making roads accessible for 'blue light' vehicles (in an emergency) or ensure vehicles are only allowed to pass for access to a specific place, if necessary
- Advise pedestrians of restrictions on the roads and at crossing points
- Assist in clearing any 'event rubbish' before leaving your position
- Cheer, shout and encourage all participants as much as possible and HAVE FUN!!

Event Specifics

Marathon Start Time:

Number of participants:

Arrival Time: **Briefing Time:** **Expected Finish Time:**

Briefing Location:

Parking:

Prior to the Event

Travel – Please consider the extensive road closures that will be place for the event and plan your journey accordingly. Car sharing is encouraged where possible

Road Closure – For all road closures, please follow the link [HERE](#). This will show the diversion routes for vehicles to take and will open up on Google Maps on your phone

Please use this link to follow the black diversion line and direct vehicles who need to travel around the road closures.

Key Contacts

On the day Senior Marshal:

Event Control 1: **Event Control 2:**

Medical Control 1: **Medical Control 2:**

Additional Information

- Please dress suitable for the day. We advise trainers or walking shoes and remember the British weather can be unpredictable!
- We would be extremely grateful if you could bring your mobile phone fully charged in case of any emergencies and to use the above Google MyMaps if needed.

What to bring

Please be advised there are no secure lockers so it is best to bring as little as possible (especially valuables and personal items) or a back pack which is kept with you at all times. Useful items to bring include:

- Plenty of Water
- Snacks
- Cap/Sunglasses/Suncream (if the weather is hot)
- Raincoat and extra layers (if the weather is cold)
- Any regular Medication you may require
- A portable charger for your phone

You will receive a Hi-Viz and a volunteer lanyard with key Information and contact details from your manager during your brief on event day.

What makes a GREAT Eventeer

- Confirm your attendance to eventeers@runforall.com pre-event and remain dedicated to attending on the day. Come rain or shine we rely on all our volunteers to be there on the day.
- Carry out the role to the best of your ability. Read your brief before event day and listen to the brief your manager will give you once you arrive. If you are unsure about anything, please ask
- Ensure you are friendly and polite with everyone you come in contact with and always looking to help
- Communicate with everyone with everyone positively and effectively
- Keep the atmosphere high for not only participants but also fellow volunteers and spectators.
- Enjoy yourself



Ruth Crossley

Rob Burrow Leeds Marathon and Leeds Half Marathon - Case Study



My favourite part about the role was the freedom to talk to everyone, particularly the runners. They all had different stories to tell. I enjoyed identifying runners who seemed to be on their own and making myself known to them to discuss their run and take a photo so they could send it to whoever was waiting to see them on the course on the run, just to let them know they were ok.

I am a runner myself and knew that I wouldn't be running either of the events on the day so thought it would be good to volunteer and give back to the running community what they have done for me in the past. I ran the Leeds 10k last year and if it wasn't for the volunteers and event staff, these events wouldn't be possible or run smoothly. It's always good to volunteer but to know I supported Rob

Burrow and Kevin Sinfield in their goal to raise awareness and funds for MND made it even more special.

I had the chance to go near the start line for 2 of the phased starts. The buzz amongst the runners, the DJ, other volunteers and spectators was quite magical; lovely to witness and be a part of.

The feeling volunteering at these events gives you is better than you can imagine. The genuine thanks you receive makes you realise you've been part of someone's special day and a great event. I enjoyed it that much I've offered to volunteer again at the Leeds 10k and was so inspired by the event I have entered next years full marathon!

What to expect on the day

It's Event Day! And we couldn't be more excited to have you as part of the team and supporting all of our incredible participants. Please follow all the details on your brief to meet your 'On the Day' contact. They will be clearly distinguishable wearing an orange Hi-Viz with Event Support Team written on the back. From here you will:

1. Be signed in and registered as an official event volunteer. Please ensure your manager has you signed in at the start of the day.
2. Be given an official event Hi-Viz and Volunteer Lanyard which will have Key Information and Contact Details for the day. Please take the time to read this carefully. Any questions please ask.

3. Your 'On the Day' contact will then give you a full brief about the event. This will include an overview of your Roles & Responsibilities, what to expect and any key information you need to be aware of.

4. You will then be shown to your location where you can commence your volunteering role. Your manager will remain contactable throughout the shift either in person or on the phone to assist where needed.

5. Have fun! You are a big part of the participants day.



Incentives of volunteering

Along with joining the RFA Family, we also offer the below incentives to all of our incredible volunteers:

- A free entry into any Run For All event (excluding marathons). To claim this, email eventeers@runforall.com after you have volunteered and let us know which event you would like to be a part of!*
- A great goody-bag with a drink and snack included on the day.
- Automatic entry into our volunteer raffle for the chance to win some amazing prizes!
- To re-deem a free entry we will need confirmation of your attendance in volunteering through the registration forms so please ensure you are signed in on Event Day.

We will provide you with all the equipment you will need as well as a goody bag as a thank you!

Volunteer Feedback and Post Event Communications

Your feedback during and post event is greatly appreciated so please do share this with us! Alternatively, if you would like to do this anonymously we will circulate a post event questionnaire via email for you to have your say

Become an Official Eventeer

Become a prominent and fundamental part of the RFA family by joining our Eventeer Programme! Our Eventeer programme is filled with regular volunteers that love our events. This programme gives them the opportunity to grow their skills and knowledge in events as well as have a great time doing it! Our Eventeers range in experience and age but what makes them special is that they love what they do and we couldn't do it without them!



SHARE YOUR EXPERIENCE

We LOVE to see our Eventeers out in action so please take selfies and pictures of your day and remember to tag us in your socials

#EVENTEERS #RFA

Katherine Sayers

Eventeer

1. You've volunteered with us a few times now, what do you enjoy so much about volunteering with us?

I have worked as an Eventeer at many events for 'Run for All', in a variety of roles and I always enjoy meeting and working with different Eventeers and seeing runners finish the races. It makes me feel proud that I have helped these runners to achieve their goal, time or challenge. It is definitely a race for 'all' – seeing and welcoming the last runner over the finishing line is always a great experience.

2. Are there any moments during the fantastic events that you've volunteered with us at that will stick with you forever?

Seeing all the participants running for many different causes excitedly waiting at the start is an indescribable feeling. I always feel thankful that I can participate in a different way and that I can make a difference by helping others. Also, when the runners thank you as an Eventeer at the finishing line or shout 'thanks marshal' as they are running – it's great!

3. Why does volunteering matter to you?

Most of my free time is spent volunteering for many different events and charities both locally and internationally. Volunteering benefits everyone, firstly I benefit by learning new skills, working as a team and making memories. The runners benefit from me doing the volunteering as without the many volunteers these events would be difficult to staff and the participants would be disappointed. I love doing it and helping others.

4. What would you say to someone unsure about volunteering with us?

I would tell people to sign up for a 'Run For All' race as an Eventeer as you will firstly enjoy it and have the most amazing feelings of pride, reward, satisfaction in a job well done. You will have a great day, gain new skills, meet new people and make a difference – go for it!



EVENTEERS

VOLUNTEER PROGRAMME



Join us at one of our events,
SIGN UP NOW by clicking
the Link below!

CLICK HERE

