

BECOME A
Volunteer!

Welcome TEAM **Crèche** TEAM **Reception** TEAM **Gift processing** TEAM **Café** TEAM
Technical TEAM **Kids** TEAM **Youth** TEAM **Catering** TEAM



"Each one should use whatever gift he has received to serve others..."

1 Peter 4:10

WHY *Volunteer?*

It takes hundreds of people behind the scenes to run an event as large as The Keswick Convention. We rely on a team of dedicated volunteers to make all the difference! Join a brilliant team of people who experience the Convention by serving God and others.



FREQUENTLY ASKED Questions

HOW CAN I APPLY?

Simply visit our website at www.keswickministries.org/volunteer and complete the online application form. If you do not have any internet access please contact the office.

IS ACCOMMODATION PROVIDED?

Yes – If accepted you will not need to book accommodation – unless you have accommodation locally. You will be sharing with members of the volunteer team of the same gender. We regret that we are unable to offer accommodation to family members who are not on team, and cannot guarantee that married couples who are both on team will be accommodated together, although we will endeavour to do this wherever possible.

IS FOOD PROVIDED?

Yes – you will receive all your meals when on team

HOW DO I GET TO KESWICK?

The nearest station to Keswick is Penrith, and there is a regular bus service between Penrith and Keswick. Have a look at www.traveline.info for more information. There are various car parks in Keswick, and we will have some availability for volunteer parking. Reasonable travel expenses within the UK will be paid.

HOW OLD DO I NEED TO BE?

All our team members need to be at least 18, although in Weeks 2 and 3 there is some availability for 17 year olds to serve on the Kids Team, at the leaders discretion.

WHO CAN BE MY REFEREES?

We ask for two referees - The Church Referee must be someone in a recognised leadership role within your church, who sees you at least twice a month and ideally has known you for at least 1 year. The Second Referee should be someone who has known you well for at least 2 years. Referees must not be related to you and must be over 18 years old.

WILL I BE ABLE TO ATTEND THE CONVENTION MEETINGS?

Although there may be some opportunity if you have some time off at the same time as a meeting, we advise that most of our volunteers will not be able to attend very many of the Convention events. MP3's are recorded of the main morning and evening sessions and are available on our website to download.

WHAT OTHER REQUIREMENTS ARE THERE?

Volunteering at the Convention is a great opportunity to serve the Lord and our fellow believers. We do ask that all our volunteers are Christians and can agree with the 'belief and behaviour' statement. This can be found at the end of this document. All our roles require a degree of flexibility and willingness to accept last minute changes. Whilst your week will be rewarding and enjoyable it will also be very full on, so you will need to be able to cope well with pressure and tiredness, particularly towards the end of the week.





Welcome team



Reception team

WHAT WILL I BE DOING?

You will be:

- » responsible for welcoming those attending
- » on hand in the sessions to make sure everyone is alright and to answer any questions
- » responsible for the safety and well-being of those attending
- » performing behind the scenes duties to ensure a pleasant and productive time for attendees and other Support Teams
- » you may also be working outdoors and will undertake some basic DIY and practical tasks



“ I really enjoyed my week volunteering at the convention, it was a great experience.”

WHAT SKILLS OR EXPERIENCE DO I NEED?

You will need to:

- » have excellent communication skills and an understanding of customer service
- » be reasonably fit and able to undertake physical work including lifting and moving
- » enjoy talking to people and assisting people with a variety of needs
- » enjoy working as part of a team

WHEN AND WHERE WILL I BE WORKING?

Our Welcome Team cover the main tent, the children and youth venues, the exhibition marquee as well as the majority of the smaller seminar venues around the town.

You will be expected to arrive in time for a briefing meeting on Saturday afternoon, and then be on duty each day until departure the following Saturday morning. Days are long, starting at 7.30am and going through until 10pm. However, we do endeavour to ensure that everyone gets some time off each day, on a rota basis.

WHAT WILL I BE DOING?

You will be:

- » welcoming conventioners and dealing with their enquiries (including answering the phone)
- » selling programmes and other merchandise
- » photocopying, laminating and other admin tasks
- » some computer based tasks such as assisting parents with the registration of their children for their groups
- » assisting other teams as appropriate (eg. tent sitting/parking patrol)

WHAT SKILLS OR EXPERIENCE DO I NEED?

You will need to:

- » have excellent communication skills
- » enjoy talking to people
- » enjoy helping people with their enquiries
- » enjoy working as part of a team

“ I so enjoyed my time volunteering at Keswick this year and hopefully will be able to join again next year.”

WHEN AND WHERE WILL I BE WORKING?

You will be based in Reception near the main tent, although you may be sent on errands on occasion by office staff, as required. You would be expected to arrive in time for a briefing meeting at lunchtime on Saturday, and then be on duty each day until departure the following Saturday morning. The day is split into three sessions – morning, afternoon and evening – and you will be allocated two sessions each day, on a rota basis. Morning sessions start at 8.45am, and evening sessions finish around 10pm.





Gift Processing team

WHAT WILL I BE DOING?

You will be:

- » Working as part of a small team, primarily during the mornings and evenings
- » Collecting and counting donations, preparing money and documentation for banking
- » Counting and balancing any other incoming cash funds, for example till, sundry merchandise and tickets
- » Manning 'gift processing reception', taking card donations and assisting supporters with giving online (for those with experience of our database in a previous year)
- » Inputting donation information into an electronic database, updating supporter contact details, inc. updating gift aid declarations & filing
- » Assisting the KM Customer Finance Manager and Gift Processing Team Leaders with any other related tasks

WHAT SKILLS OR EXPERIENCE DO I NEED?

You will need to:

- » be willing to serve, learn and be flexible.
- » have a good eye for detail
- » enjoy working as part of a team
- » be competent in using a computer (Database training will be given)

WHEN AND WHERE WILL I BE WORKING?

You will be mainly based in the Gift Processing Team office.

You will be expected to arrive in time for a briefing and training session at 6pm on Saturday and will then be on duty each day until leaving the following Saturday lunchtime (the last session will be Saturday morning).

Duty times will vary but will generally be mornings and evenings.

“ Highlights? Being part of a great team, playing a small part in helping the convention to run smoothly, talking to such a wide variety of Christians, hearing what God is doing, and finding that visitors are really pleased with the help you've given.”



Technical team

WHAT WILL I BE DOING?

You will be working as part of the Tech Team to install and set up PA and Projection kits for seminar and other small venues throughout the week.

You might be asked to man a seminar venue.

WHAT SKILLS OR EXPERIENCE DO I NEED?

- » some knowledge of Sound/Video/Tech is useful or a good ability to learn
- » the ability to concentrate and focus on the task.
- » energy and fitness to load and unload a van and run around the town from venue to venue as and when required.
- » a general tech knowledge to assist other technicians in problem solving would be a bonus.
- » you must enjoy working as part of a team

All Tech Team applicants will be e-interviewed prior to confirmation on team.

“Great fun, and a lovely thing to do. And when you’re serving people you’re serving the Lord.”

WHEN AND WHERE WILL I BE WORKING?

You will be in various venues across Keswick over the week – the main tent, the Rawnsley site and various other seminar venues throughout the town.

Most of our volunteers are expected to arrive on the Saturday and have duties each day until the following Saturday. However, there is some flexibility with arrival and departure dates for the Technical Team, if required. You will be on duty each day, and the days will be quite long, although we do try to factor in some rest time each day.



Kids team

WHAT WILL I BE DOING?

You will be:

- » teaching children the Bible – following the same teaching as the adults
- » getting to know a small group of children and caring for them
- » getting stuck into loads of fun games, crafts and activities that support the Bible teaching

WHAT SKILLS OR EXPERIENCE DO I NEED?

You will need to:

- » have a desire to communicate the gospel appropriately to the respective age group
- » be interested in encouraging and building up children and young people
- » be able to draw alongside individuals
- » be lively and enthusiastic!
- » enjoy working as part of a team

“My favourite part is helping people and making their stay at Keswick memorable.”

WHEN AND WHERE WILL I BE WORKING?

The Kids venues are split between the Pencil Factory site and the Rawnsley site. Each age group has a specific venue on those sites during the morning. The whole Kids team are involved in the 8-11s evening programme at Rawnsley. You will be expected to arrive in time for a briefing meeting on Saturday afternoon, and leave on the following Saturday morning. You will be on duty each day during the week.



Please note:

The Kids and Youth Teams are also asked to attend a London based training day during the month of June. Details will be sent to you if you are accepted on the team.



Youth team

WHAT WILL I BE DOING?

You will be:

- » teaching young people the Bible – following the same teaching as the adults
- » you might be asked to be responsible for a small group during the week

WHAT SKILLS OR EXPERIENCE DO I NEED?

You will need to:

- » have a desire to communicate the gospel appropriately to the respective age group
- » be interested in encouraging and building up children and young people
- » be able to draw alongside individuals
- » be lively and enthusiastic!
- » enjoy working as part of a team

“A great chance to spend time learning from each other.”

WHEN AND WHERE WILL I BE WORKING?

The Youth venues are on the Pencil Factory site and the Rawnsley site.

You will be expected to arrive in time for a briefing meeting on Saturday afternoon, and leave on the following Saturday morning. You will be on duty each day during the week.



Please note:

The Kids and Youth Teams are also asked to attend a London based training day during the month of June. Details will be sent to you if you are accepted on the team.



Creche

WHAT WILL I BE DOING?

You will be:

- » welcoming families
- » opening up the marquee before each session
- » making sure sound and vision are working with support from the Tech Team
- » setting up the tea and coffee prior to each session
- » tidying and cleaning after each session

The crèche is for pre-school aged children who are supervised at all times by their parents/carers.



“It’s a brilliant opportunity to serve God and His people.”

WHAT SKILLS OR EXPERIENCE DO I NEED?

A love for children and a passion to provide a safe place for 3’s and under to play while parents/carers can hear God’s word.

WHEN AND WHERE WILL I BE WORKING?

The crèche marquee is situated behind the main tent. It is open during the morning Bible Readings and evening celebrations (including Saturday and Sunday evenings and also the All Age Service on Sunday morning).

The hours are approx. 10.30 till 12.45 and 19.00 to 21.15 (All Age Service 10am for 10.30). You will be part of a rota and will not necessarily be required for all the sessions.

Please note:

You will need to organise your own accommodation and meal provision if you are accepted onto the crèche team.





Cafe team

WHAT WILL I BE DOING?

You will be:

- » Carrying out general café jobs/tasks and ensuring smooth running of the café
- » Serving customers & ensuring customer satisfaction
- » Keeping a clean and tidy working area
- » Replenishing stock
- » Making sure café tables and seating are clean and tidy
- » Making sure re-cycling is done
- » Working as a team
- » Following health and safety regulations
- » Committed to the task of offering a welcome in Jesus' name
- » Handling cash could be part of the role, though only if you are happy to do so

WHAT SKILLS OR EXPERIENCE DO I NEED?

None as full training will be given

WHEN AND WHERE WILL I BE WORKING?

You will be based in Base Camp.

You would be expected to arrive in time for a briefing meeting in the early afternoon on Saturday, and then be on duty each day until departure the following Saturday morning. The day is split into three sessions – morning, afternoon and evening – and you will be allocated two sessions each day, on a rota basis. Morning sessions start around 9am, and evening sessions finish around 10.30pm.



Catering team

WHAT WILL I BE DOING?

You will be:

- » Preparing and serving meals for Support Teams, Trustees and Speakers. This includes breakfast, lunches of sandwiches, rolls, salads etc and a two course evening meal.

WHAT SKILLS OR EXPERIENCE DO I NEED?

You will need to:

- » be able to prepare basic food items
- » be able to work under a team leader
- » enjoy working as part of a team
- » have a good sense of hygiene and cleanliness

WHEN AND WHERE WILL I BE WORKING?

You will be based in the kitchen on site.

You will be expected to arrive in time for a briefing meeting on Saturday lunch time, and will be on duty each day until the following Saturday morning. Duty times will vary but will generally be from 7am to 8pm, with some time off in the day.

“ You're overwhelmed by what you receive from the people you meet. **”**



KESWICK MINISTRIES

Belief & Behaviour

The following notes are for all team members and speakers at KM events, and for all staff and office holders, and they represent a summary of the purposes of Keswick Ministries, alongside a statement of belief and behaviour. We would be grateful if you would read these carefully, since your agreement and support is welcomed as you share in this ministry.

OUR PURPOSE

Keswick Ministries is committed to the spiritual renewal of God's people for his mission in the world.

God's purpose is to bring his blessing to all the nations of the world (Gen12:2,3). That promise of blessing, which touches every aspect of human life, is ultimately fulfilled through the life, death, resurrection, ascension and future return of Christ. All of the people of God are called to participate in his missionary purposes, wherever he may place them. The central vision of Keswick Ministries is to see the people of God equipped, encouraged and refreshed to fulfil that calling, directed and guided by God's Word in the power of his Spirit, for the glory of his Son.

OUR MINISTRY

Keswick: the event. Every summer the town of Keswick hosts a three-week Convention, which attracts some 15,000 Christians from the UK and around the world. The event provides Bible teaching for all ages, vibrant worship, a sense of unity across generations and denominations, and an inspirational call to serve Christ in the world. It caters for children of all ages and has a strong youth and young adult programme. And it all takes place in the beautiful Lake District - a perfect setting for rest, recreation and refreshment.

Keswick: the movement. For 140 years the work of Keswick has impacted churches worldwide, and today the movement is underway throughout the UK, as well as in many parts of Europe, Asia, North America, Australia, Africa and the Caribbean. Keswick Ministries is committed to strengthen the network in

the UK and beyond, through prayer, news, pioneering and cooperative activity.

Keswick Resources. Keswick Ministries is producing a growing range of books and booklets based on the core foundations of Christian life and mission. It makes Bible teaching available through free access to mp3 downloads, and the sale of DVDs and CDs. It broadcasts on-line through Clayton TV and annual BBC Radio 4 services. In addition to the summer Convention, Keswick Ministries is hoping to develop other teaching and training events in the coming years.

OUR PRIORITIES

Keswick Ministries seeks to serve the local church through:

Hearing God's Word: the scriptures are the foundation for the church's life, growth and mission, and Keswick Ministries is committed to preach and teach God's Word in a way which is faithful to scripture and relevant to Christians of all ages and backgrounds.

Becoming like God's Son: from its earliest days the Keswick movement has encouraged Christians to live godly lives in the power of the Spirit, to grow in Christ-likeness and to live under his

Lordship in every area of life. This is God's will for his people in every culture and generation.

Serving God's mission: the authentic response to God's Word is obedience to his mission, and the inevitable result of Christ-likeness is sacrificial service. Keswick Ministries seeks to encourage committed discipleship in family life, work and society, and energetic engagement in the cause of world mission.

OUR BELIEFS

Personal faith in Christ

We expect that all team members, whatever their role in the Convention, are able to declare their faith in Jesus Christ as their Saviour, their Lord and their God. We take their acceptance of the invitation to serve on a team as indicating their personal commitment to Christ.

Doctrinal statement

All office holders, staff, speakers, team leaders and those in any form of public speaking ministry (including team members in children's work, youth, young adults, KU, signers, etc.) are asked to affirm their commitment to these truths, and we take their acceptance of the invitation to serve with Keswick Ministries

as indicating their personal affirmation of these truths.

- » There is one God in three persons, the Father, the Son and the Holy Spirit.
- » God is sovereign in creation, revelation, redemption and final judgment.
- » The Bible, as originally given, is the inspired and infallible Word of God. It is the supreme authority in all matters of belief and behaviour.
- » Since the fall, the whole of humankind is sinful and guilty, so that everyone is subject to God's wrath and condemnation.
- » The Lord Jesus Christ, God's incarnate Son, is fully God; he was born of a virgin; his humanity is real and sinless; he died on the cross, was raised bodily from death and is now reigning over heaven and earth.
- » Sinful human beings are redeemed from the guilt, penalty and power of sin only through the sacrificial death once and for all time of their representative and substitute, Jesus Christ, the only mediator between them and God.
- » Those who believe in Christ are pardoned all their sins and accepted in God's sight only because of the righteousness of Christ credited to them; this justification is God's act of undeserved mercy, received solely by trust in him and not by their own efforts.
- » The Holy Spirit alone makes the work of Christ effective to individual sinners, enabling them to turn to God from their sin and to trust in Jesus Christ.
- » The Holy Spirit lives in all those he

has regenerated. He makes them increasingly Christ-like in character and behaviour and gives them power for their witness in the world.

- » The one holy universal church is the Body of Christ, to which all true believers belong.
- » The Lord Jesus Christ will return in person, to judge everyone, to execute God's just condemnation on those who have not repented and to receive the redeemed to eternal glory.

OUR UNITY

The Keswick movement worldwide has adopted a key Pauline statement to describe its gospel inclusivity: 'for you are all one in Christ Jesus' (Gal 3:28). Keswick Ministries works with evangelicals from a wide variety of church backgrounds, on the understanding that they share a commitment to the essential truths of the Christian faith as set out in our statement of belief.

All who speak on behalf of Keswick Ministries are asked to display sensitivity and generosity of spirit on the wide range of issues where evangelicals, in good conscience, hold a variety of opinions. Founded on our unity in Christ and our shared understanding of evangelical truth, we expect those who minister among us to expound scripture with clarity and faithfulness, but respectfully ask them not to use the Keswick platform to campaign for particular positions on such secondary issues. Recognising that scripture allows for legitimate difference on such matters (Romans 14:1-15:13), we lay these aside for the purposes of our ministry together.

OUR WORK TOGETHER

We are committed to Christ-like relationships of honesty, generosity and integrity in all areas of work. We want our relationships to be governed by fundamental Biblical imperatives, including:

- » The dignity and worth of all human beings
- » A willingness to forgive and to restore broken relationships
- » Mutual help, encouragement and support
- » Openness, integrity and honesty in speech and behaviour
- » A commitment to one another through sacrificial service
- » A commitment to team work, serving under the guidance of the designated team leader
- » The centrality of prayer, seeking God's grace for all aspects of our relationships and work

LIFESTYLE, MORALITY AND PERSONAL EXAMPLE

The Keswick movement has always sought to highlight the call to Christlikeness. Holiness and practical godliness has been

part of our DNA as an event and as a movement. We therefore seek to live in accordance with Biblical guidelines in all areas of life, with truth and integrity in our relationships, attitudes and behaviour.

We are called to a distinctive lifestyle of discipleship.

Our ministry requires us to demonstrate that lifestyle, especially as we are likely to influence others, including in our work amongst children and young people. Such a lifestyle includes regular Bible reading and prayer and active involvement in a local church. It is marked by a selfless attitude to money, possessions, time, work, leisure, social action and relationships. It demonstrates moral standards, including an acceptance that the only appropriate place for a sexual relationship is within a marriage between a man and a woman.

Whilst we recognise that as fallen people we often fall short of this ideal, we believe that God's grace and forgiveness are always available to those who repent. We nevertheless expect that all those working with us will affirm these principles and be committed to work towards achieving such a lifestyle with God's help.



Safeguarding - Code of Conduct

Behaviour code for those working with children, young people and adults at risk of harm. Our Safeguarding Policy statement is accessible via our website.

Purpose

This behaviour code outlines the conduct expected of all workers (staff and volunteers).

The code of conduct aims to help protect adults at risk of harm, children and young people from abuse and inappropriate behaviour from those in positions of trust, and to reduce the risk of unfounded allegations of abuse being made.

The role of workers (staff and volunteers)

When working with children and young people or adults at risk of harm, you are acting in a position of trust for Keswick Ministries. You will be seen as a role model and must act appropriately.

» Good practice

- » Treat everyone with dignity, respect and fairness, and have proper regard for individuals' interests, rights, safety and welfare
- » Work in a responsible, transparent and accountable way
- » Be prepared to challenge unacceptable behaviour or to be challenged
- » Listen carefully to those you are supporting
- » Avoid any behaviour that could be perceived as bullying, emotional abuse, harassment, physical abuse, spiritual abuse or sexual abuse (including inappropriate physical contact such as rough play and inappropriate language or gestures)
- » Seek advice from someone with greater experience when necessary
- » Work in an open environment – avoid private or unobserved situations
- » Follow policies, procedures and guidelines and report all disclosures, concerns, allegations, and suspicions to the safeguarding co-ordinator

» Don't make inappropriate promises particularly in relation to confidentiality

» Do explain to the individual what you intend to do and don't delay taking action

Unacceptable behaviour

- Not reporting concerns or delaying reporting concerns
- Taking unnecessary risks
- Any behaviour that is or may be perceived as threatening or abusive in any way
- Passing on your personal and/or social media contact details and any contact that breaches Keswick Ministries social media policy
- Developing inappropriate relationships
- Smoking and consuming alcohol or illegal substances
- Favouritism/exclusion – all people should be equally supported and encouraged

Breaching the Code of Conduct

If you have behaved inappropriately, you will be subject to disciplinary procedures (particularly in the case of paid staff where the line manager will consult the safeguarding coordinator as appropriate). Depending on the seriousness of the situation, you may be asked to leave Keswick Ministries. We may also make a referral to statutory agencies such as the police and/or the local authority children's or adult's social care departments or DBS. If you become aware of a breach of this code, you should escalate your concerns to the safeguarding coordinator or line manager (in the case of a paid staff member).

Our contact details

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Keswick Ministries

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