



<b>Role title: Head of Event Control</b>	<b>Commitment:- 4-8 hours per week</b>
<b>Reports to: Director of Operations</b>	<b>Type of role: Volunteer / unpaid</b>
<b>Location: London</b>	<b>Direct reports: Yes</b>

### **About Pride in London**

Pride in London means many things to many people, it belongs to our community and it belongs to you; come and join the conversation!

Forty-six years since the first Pride march in London, Pride in London has a renewed sense of purpose to highlight the challenges still facing the LGBT+ community today despite progress. We are run by a group of volunteers who are passionate about equality and diversity and are drawn from all walks of life; together we pull off the UK's biggest free LGBTQ+ community event every year. Pride aims to raise awareness of LGBTQ+ issues and campaign for the freedoms that will allow all of our community to live their lives on a genuinely equal footing.

Around 150 people volunteer year-round to help us deliver what has become a world-class Pride. We welcome applications from everybody, and are especially keen to attract new volunteers from the BAME, Trans, Bi, Non-binary and Queer communities who we would love to see more widely represented in our organisation.

### **Purpose of Role**

The Head of Event Control is a Senior Volunteer position within Pride in London. The role is to oversee and represent Pride in London in the event control room, working alongside our partners and service providers.

Reporting to the Director of Operations, this role may have Deputy Director responsibilities in the months before Pride weekend working alongside a second Deputy Operations Director and with the established operations team.

### **Role responsibilities**

The management, performance, delivery and successes of Pride Saturday rest on the shoulders of the Event Control team. The control room is the point of contact for the 200 plus two-way radio holders on Pride Saturday. Over 10 agencies / Pride in London contractors have representatives based in the control room.

The Head of Event Control manages the delivery of the control room service.

### **Prior to Pride Saturday**

- Running a training session for Pride radio holders.
- Running a training session for control room volunteers.
- Recruitment of a Deputy Manager (Pride) for the control room.
- Assist the Operations Director in the writing of the event management plan, including the health and safety plans for the event.

- Other responsibilities as outlined in the *requirements and commitment* section.

#### **Event Control Room**

- Set up of the control room, liaising with the Director of Operations and Production Company on equipment needs.
- Managing a team of volunteers in the control room with the logging of incidents and instructing the organisations required to respond.
- Providing regular status updates to the Operations Director and Communications Director on the day and any major incidents.
- Maintaining a good working relationship with the agencies and contractors in the control room to manage the day.
- Closure of the control room

#### **Post Pride**

- Leading the Operations team de-brief process.
- Handover documents written.

#### **Requirement and commitment**

- Attend fortnightly Operations Meetings (currently held on Saturday mornings) in Central London. From spring the meetings become weekly, plus other tasks as described above.
- To ensure all necessary support is made available to the Operations Director.
- The flexibility (with notice) to represent Pride in London at planning meetings (normally held once a month on a week day morning).
- Compulsory attendance at the Pride 'table top' planning exercise.
- Attend Pride in London 'core volunteer' meetings (normally held bi-monthly on Saturday mornings).
- On Pride Saturday, the shift is very long from approximately 7am until 11pm / midnight.

#### **Person Specification**

##### **Essential**

- An understanding of accessibility requirements for people who are deaf or have disabilities.
- Experience of working / volunteering at major events.
- Excellent people management skills. Able to remain calm in an (often) extremely busy environment.
- A thorough understanding of the event footprint.
- A clear, calm two-way radio voice!
- Crisis management skills.
- Good negotiation and interpersonal skills.
- Calm, resourceful and vigilant.
- Project management experience.

##### **Desirable**

- Have volunteered for Pride in London (or similar organisation) before.
- Management of a control room.
- Strong customers focus and service delivery mind-set.
- Experience in emergency planning.

#### **What you'll get about joining Pride in London**

- A induction course and a variety of training that's offered throughout the year

- An opportunity to get new and relevant professional experience
- A chance to broaden your professional network
- Play an important part in delivering Pride event
- Social opportunities to meet the diverse and friendly bunch who volunteer for Pride in London

**For more information about us**

<http://prideinlondon.org/>