

Cityscapes Brighton

Back room deputy lead volunteer



Reports to:

Event lead

Time commitment:

Planning in advance, plus attendance for both events (13 and 14 March 2027)

Role purpose:

To support the behind-the-scenes coordination of the event's GooseChase activities, working closely with the back room lead to ensure challenges, communications, scores and participant progress are managed effectively throughout the day. The deputy back room lead will assist with the digital element of the event and help activity leads and volunteers so the day runs smoothly.

Key responsibilities:

- Support the back room lead with the event's GooseChase setup and administration.
- Work with the event lead and back Room lead to develop and upload challenges, missions and tasks appropriate for all Girlguiding sections.
- Assist with testing the GooseChase game, challenges and scoring system before the event to identify and report any issues.
- Help ensure teams/groups are correctly set up on the app and have the appropriate information.
- Monitor activity and submissions throughout the event using the GooseChase app, escalating issues to the back room lead when needed.
- Support the review and approval of submissions and help manage points, scores and bonus challenges.
- Help monitor the live leaderboard and ensure scoring remains fair and consistent.
- Respond to questions or problems raised by activity leads and volunteers relating to GooseChase, referring more complex issues to the back room lead.
- Assist with sending updates, announcements, hints or additional information through the app when required.
- Help coordinate any changes to challenges, timings or instructions during the event.
- Keep the back room lead and event lead informed of progress, issues, technical problems and any significant changes.

- Work with activity base leads to ensure challenges are clear, achievable and appropriate for the groups taking part.
- Troubleshoot basic technical issues and provide support to volunteers using the app.
- Support contingency planning in case of poor internet connection, device problems or issues with the GooseChase platform.
- Help keep appropriate records of scores, results and any significant issues throughout the day.
- Assist with final scoring and the announcement of results at the end of the event.
- Contribute to reviewing the GooseChase element of the event and make recommendations for future events.
- Support the back room lead in preparing a short-written report post-event.

Skills and qualities:

We are looking for someone who is:

- Confident using apps, smartphones, tablets and online platforms.
- Organised and able to keep track of multiple activities and groups at the same time.
- Calm and able to troubleshoot problems quickly.
- Accurate and fair when managing scores and submissions.
- A good communicator who can provide clear instructions and support to other volunteers.
- Able to work independently while keeping the wider event team informed.
- Comfortable working in a busy environment and responding to changing circumstances.
- Creative and enthusiastic about making the digital activity engaging for members.
- Committed to safeguarding, inclusion and creating a positive Girlguiding experience.

What you will gain:

- Experience supporting the digital delivery of a large Girlguiding event.
- The opportunity to develop skills in event coordination, digital platforms and problem-solving.
- Experience working with volunteers and participants across all Girlguiding sections.
- The opportunity to be creative in developing challenges and activities.
- The satisfaction of helping create an exciting, interactive and memorable event.

Essential:

A commitment to Girlguiding's policies, safeguarding requirements and the event's agreed procedures.

Desirable:

Experience using GooseChase or similar activity/challenge apps, and confidence with digital event management. Previous Girlguiding event experience would be beneficial.

Support:

The back room leads will work closely with the event lead, deputy lead and activity base leads to ensure the GooseChase element supports the wider event and runs smoothly.