

RCTA Floating Market Volunteer Roles

RCTA and their Floating Markets are organised and run by volunteers.

With all our floating markets we ask attending traders to share the 'on the ground' jobs that need doing. Sharing the workload helps all of us and helps to make our markets a stress free, enjoyable and successful event with a lovely community feeling to them. You are not obligated to volunteer but we would very much appreciate it if you did :0)

Volunteer roles and duties are always evolving as we gain more experience and receive feedback from those of us who have covered the roles in previous years.

In 2019 we will be introducing more information for Health & Safety Volunteers, eg: adding written procedures to follow in the case of emergency. (These are in the pipeline and will be implemented as soon as possible).

We will also be introducing the new role of Deputy Market Lead Volunteer. At previous markets the work load for the market lead volunteer has been too great and feedback has been that support was needed in that area so we are going to add this position to the roles this year.

VOLUNTEER ROLES

Market Lead – to be the Steering Committees contact on the ground.

- Meet traders and advise them of their mooring position or spot using mooring order provided by RCTA. (including land-based traders if they attend).
- Liaise with Local CRT officers if required.
- Supervise the other volunteers to make sure all required jobs are covered.
- Make sure the area of the market is left in a clean and tidy condition and that all leaflets, posters & banners are collected/re-distributed or disposed of accordingly.

Assistant Market Lead –

- Support and aid the Market Lead in their duties.
- Make daily visits to all traders to check for problems or issues and report back to market lead if necessary.
- Introduce any new members to other traders and make them feel welcome.
- If weather/venue/towpath permits, perhaps invite all traders for a social evening either at the beginning or the end of the market?

Market Banners & Direction Signs - Placement and Collection of direction signs and banners

- Identify prominent advertising positions and gain permission to place banners and signage in the immediate area of the market. Your Market & Event Coordinator will help you with permissions.
- Collect the signs after the market and give them to Market Lead for re-distribution if required.
- Advise Market Lead of any damaged or missing signage to allow us to organise replacements for the next market.

Flyers & Posters

This is very much a team effort at every Market we organise. We have 2 sizes of leaflet, an A5 flyer and an A4 Poster. We all muck in and share the job of distributing flyers around the local area. But we need help to identify useful places to put our A4 posters too.

- Provide postage address to receive Advertising Materials
- Help distribute them out to other traders and organise how to share the area to 'leaflet'
- Identify and use local noticeboards where A4 posters can be placed, eg Tesco, Morrisons, Costa, Libraries, Local Shops & Public Notice Boards
- Make a list of where you have placed posters and give to Market & Event Coordinator, so if we have a market there in the future we can advise where posters can be put.
- Wherever possible, collect posters after the event, so we always leave a place as we found it.

NOTE: Please be aware not to post on private property without permission. If you are ever unsure, check with your Market & Event Coordinator.

Market Health & Safety – To check the market trading area for risks and to deal with them accordingly.

- Clearly sign any hazards or dangers wherever possible.
- Ensure all attending traders have performed their own due diligence.
- Obtain signatures from all attending traders to confirm they have received and have access to all relevant documentation regarding the market,
- Liaise with market lead and all traders ensuring the area of the market is a safe environment for the general public.
- Distribute 'Don't fall in or fall over' Signs for example where necessary.

NOTE : The Market health and safety volunteer is required by the Steering Committee to collect all attending traders' signatures to state they have received and understood market documents. (It is a requirement of both CRT and our insurer that we ensure these documents are provided.)

Links for H&S Volunteers to print off trader signature sheets and H&S posters are available at <https://www.rcta.org.uk/members/marketdocuments>

Local FB Guru – Online Market Presence

If you have local knowledge of the area and spend a lot of time on facebook this is the job for you :0)

- Monitor Local Facebook Page and Event page
- Answer questions asked by locals
- Post update on how to get there, where to park
- Help with the promotion of the event by sharing traders posts.
- Liase with Event Photographer to get lots of pictures of traders and products onto our Facebook page and event.

Local Radio and Press Volunteer – Do you have the face for Radio?

- Be our on the ground trader who meets and greets any local reporters and assist them in talking to the traders and taking photographs of the event.
- Take part in any Radio telephone interview that we may be able to organise.

NOTE: You will be provided with a list of attending traders, and what they sell, and details of any future markets in the area.

Event Photographer - Do you have the eye?

We have observed that the more photos we post on the Event and on the Page, the more interaction we get from the locals. Which means more likes, more views and hopefully translates into more footfall at the market.

- Take a few photos each day of the market & immediate area.
- Make daily posts to the Event or RCTA page, or advise the Facebook Guru you have uploaded them to your timeline.
- Try and capture the essence of a floating market.

Non-Market Boats on Restricted Moorings

It seems to me that the most stressful time when attending/organising a market is trying to move on boats moored in the event area. Previous experience has told us that dealing with these boats can be very time consuming and stressful.

To try and solve this problem in the future, we have created a new '**Trader Tag On**' letter to hand out to any traders who are moored in the area who may want to join the market as well as our '**RCTA Market Notification Letter**' which explains who we are and why we need the area and where to find the restriction notice on CRT website.

Both of these letters are available for you to print off at www.rcta.org.uk/members/marketdocuments

Sometimes we have no alternative but to call CRT and ask them to intervene but we always try and avoid this if we can. For your own safety, always approach any unknown boats with a second person. Some boaters may not be as understanding as others and it will help to have someone with you as back up should you encounter any of them.