

Eid

in the park



Annoor
Cultural &
Community
Centre



Volunteer Roles

2025



58-70 Church Road, Acton London W3 8PP



www.annoorcentre.com



eid@annoorcentre.com



0208 993 6650



Eid al-Fitr Events 2025

Eid Prayer & Eid Festival

- Funfair Rides
- Bouncy Castles
- Vendors
- Food & Drinks
- Entertainment
- Children Activities



Eid in the Park aims to engage the community and to bring people together to enjoy good food, good company, entertainment. We also aim to raise awareness of Annoor's mission; "connecting hearts and minds" and raise funds for its projects and programs.

Over 2000 attendees expected throughout the event
Location: Acton Park, London, W3 7JX



Welcome Message from the Managing Director

Jazakallahu Kheir for your interest in joining and becoming a volunteer at Annoor. May Allah bless your sacrifice and willingness to help others.

Volunteers play a key role in the smooth running and operations at Annoor. Annoor benefits from the valuable skills and experiences each volunteer brings to the team. Serving the community is both a noble and rewarding task. We welcome you on board and pray your volunteering journey is a beneficial and enjoyable one.

Your brother in Islam,

Kalim Reid

Eid

Annoor
Cultural &
Community
Centre

in the park

Volunteer Roles

Pre-Event Planning & Preparation

On the Day Logistics, Operations and Setup

Security & Crowd Control

Fundraising

Runners

Vendor Management, VIP Hospitality

Volunteer Recruitment & Management

Clean up & Derigging

Activities - Face painting, Henna, Games etc

Social Media & Communications

The logo features the word 'Eid' in a large, stylized green Arabic calligraphic font. Below it is a green geometric star symbol. To the right of the star, the text 'Annoor Cultural & Community Centre' is written in a smaller green font. Below the star and text, the words 'in the park' are written in a bold, green, sans-serif font with a white outline.

Eid
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in the park

Sincerity is key, doing this purely for the sake of Allah seeking His pleasure and reward. In addition, strong communication, work ethic and unity are paramount to ensuring this event is a success.

We are expecting over 1000 people for the Eid prayer. Making sure our congregation is comfortable and the schedule goes to plan is important.

Each volunteer will have their set role/s to carry out at a specified time throughout the event. If you are unsure of what you are doing, please reach out to a member of the core team.

We pray that the event goes well, and that we can organise such events bigger and better every year, Insha'Allah.

Photograph taken by; Annoor Media Team

(April 2023)

First Eid in the Park

Volunteers



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Kalim Reid
Event Manager

- Responsible for legal, compliance and maintaining professional standards of the event, from start to finish.
- Overall responsibility for the planning and execution of the event.
- Prepare and manage the event budget and funds effectively.
- Liaise and communicate with all officials, authorities (LAS, LFB, MET) and other agencies.
- Manage, support and liaise with all team leaders/managers, volunteers/staff and communicate effectively throughout the event process, before, during and after.
- Liaise with all contractors and subcontractors as when the need arises.
- Responsible signing off all event infrastructure, ordering, delivery timings etc.



Br. Abdusamad
Logistics Manager & Operations Manager

- To second and deputise the Event Manager.
- Manage, supervise, and delegate tasks to team leaders and their volunteers.
- Responsible for overseeing all event infrastructure and site plan.
- Ensuring cooperation and proper co-ordination of the activities throughout the event.
- Responsible for all required signage and signposting.
- Responsible for the organisation of waste management, clearance, and cleaning of the site. – handover.
- Liaise with all contracts and subcontractors including hirers.
- Management and organise the VIP's/Talent/Entertainment schedule.
- Responsible for the media team and production.



Operations

- Conduct Risk assessments for all operations and ensure legal compliance..
- Identify fire points, carryout site inspections.
- Manage health and safety arrangements, compliance, risks and first aid provision.
- Assist with the organisation of waste management, clearance, and cleaning of the site.
- Second the head of Security in regards to crowd control management.

Breakdown & Derigging

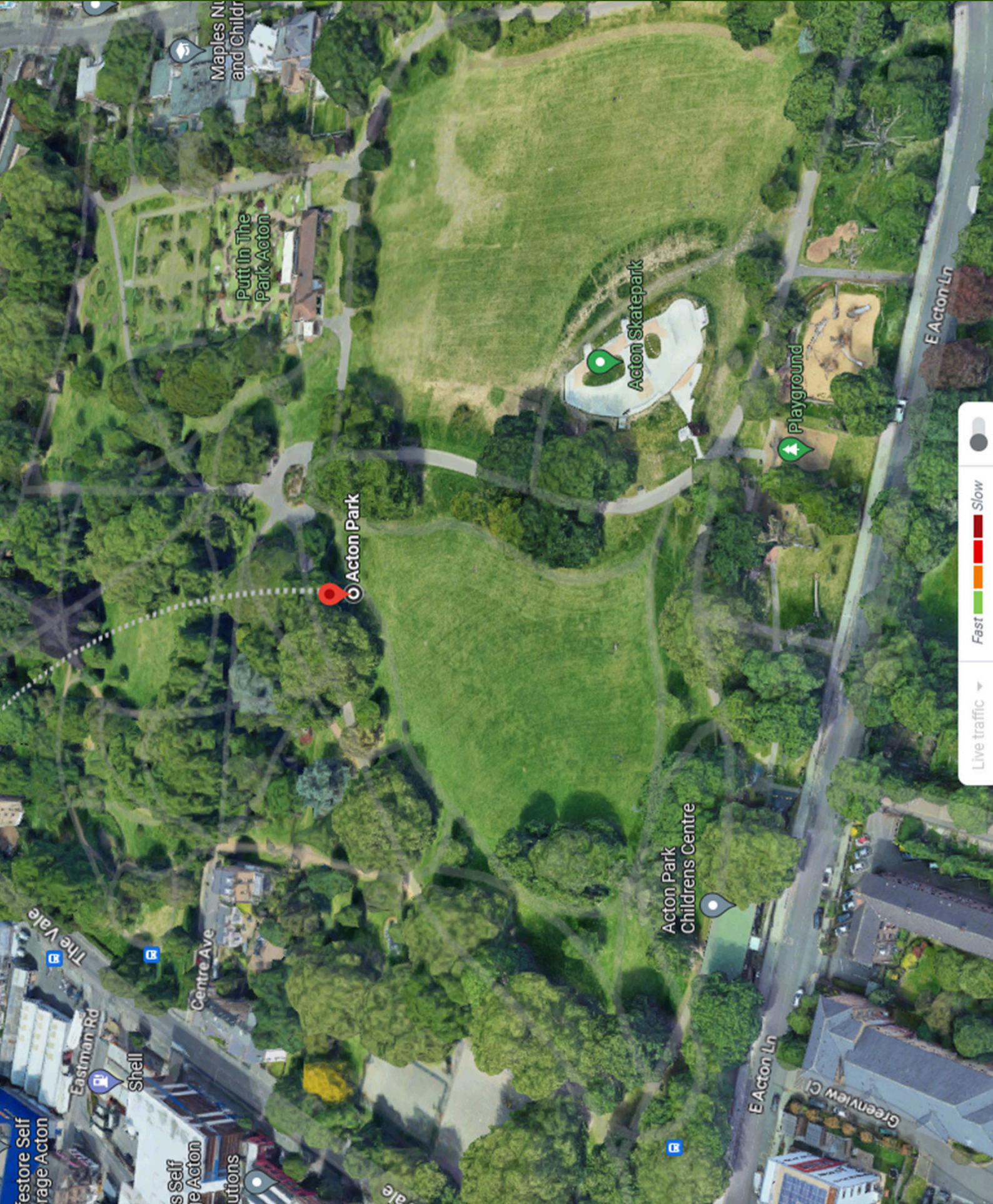
- Responsible for the setup & derigging Crew for Eid Day and Festivals Days.
- Manage team of volunteers setting up the park for Eid prayer.
- Ensuring smooth setup and derigging of the event.

Stage

- Responsible for setting up and organising the PA system and stage. Also to make any announcements on the day.
- Managing and overseeing the Talents/VIP's with Logistics Team.

Vendors

- Managing vendors before and during the event day.
- Responsible for managing welfare and lost and found.



Photograph taken by; Annoor Media Team
(April 2023)
First Eid in the Park
Family participating in the event



Setup & Derigging Team

Organising Eid in the Park takes months of planning and preparation prior to the event. Executing those plans and seeing them come to life is sometimes an even more difficult task.

The team responsible for setting up the park and derigging plays a vital role in ensuring the entire event runs smoothly for our guests and attendees. From the moment we receive the keys to the site we are duty bound and responsible for what takes place until the event ends and handover is complete.

Setup and derigging is an active and physically demanding role where most of the work is done before and after the event. This includes building marquees, stages, and other structures and laying out tarpaulin for prayer barriers, fences, bins tables and chairs. But also hanging decorations and signage, unpacking and setting up equipment, and preparing the festival grounds.

After the event, the festival needs many hands for disassembling stages and other structures, packing up equipment, cleaning up the festival grounds, and loading and unloading trucks.

Volunteers may also help with organising and inventorying equipment and materials before and after the event.



Cleaning Volunteers

Annoor is responsible for ensuring the Park is clean and tidy when handing the Park back to the Council at the end of the event. The team will be equipped with bags, protective gear and cleaning supplies to ensure that we leave the site spotless.

To ease the clean up process at the end of the event the following should be carried out during the event.

- Litter picking regularly.
- Emptying bins and ensure that bins are not overflowing with rubbish.
- Litter pickers, bins, bags, and gloves will be provided.
- An area has been designated on the site plan for all waste to be placed.
- Ensure that black bins are tied to avoid spillages.
- Check toilets regularly and replenish stock where necessary.
- Rubbish will be collected at the end of each day by a waste removal company.



Fundraising Volunteers on the Day of Eid

- Volunteers will have buckets and card machines to take donations. Volunteers will walk through the rows before the prayer to collect donations until the prayer starts. After Eid prayers volunteer should walk around the park with donation buckets and card machines. All buckets and card machines to be returned to the HQ Marquee at the end of the shift. Volunteers fundraisers should always ensure they are wearing their Hi-Vis vests when on duty.



Event Inventory Volunteer

- This role involves being responsible for the equipment needed onsite at the event. Most equipment needed is already owned by Annoor, however some infrastructure or machines may need to be hired.
- You will be posted at the **HQ Marquee** where you will be dealing with front of house tasks.
- You will hand out Hi Vis vests, buckets, card machines and Radios to volunteers as required. You will be responsible for keeping track and logging equipment and uniform.

Logistics & Operations - Pre Event

- Booking and confirming entertainment guests and infrastructure. We will need to hire crowd control barriers, security, generators, marquees, and other equipment. Sourcing the best quality and cost-effective equipment matters.
- Organising the schedule of the day for our VIP's and guests for the event.



Vendor Management

- Sourcing and booking vendors for the event; carryout vetting, taking deposits and confirmation.
- Communicating the arrangements of the event to vendors before the event.
- Day of the event; directing vendors, inspection of stalls and ensuring all rules/regulations have been adhered to.
- Complaints policy: dealing with any vendor issues that arise, during and post event. An existing system of booking and terms and conditions are already in place.



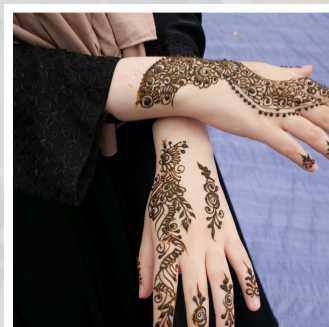
Sponsorship Management

- Contacting potential sponsors who may be interested in sponsoring the event.
- A sponsorship document is available detailing what sponsors get in return.



PR & Advertising

- Pre-During-Post event Advertising & Marketing the event for all aspects; attendees, sponsorships, vendors, and volunteers. Social media management and content creation for the event, post, during and after. Engaging followers and creating and posting content.
- This includes, posting and updating socials regularly. Eventbrite management. Posters, Leaflets and Banners distribution.



Photograph taken by; Annoor Media Team

(April 2023)

First Eid in the Park

Muslim Belal & Drone Operator, Ali



General Stewarding Tasks for the Eid Prayer

- Managing the crowd safely as they arrive for prayers and leave afterwards. To be positioned in key locations when the prayer starts.
- Greeting and directing the congregation where to sit for prayers.
- Helping to resolve any issues or concerns that may arise. Observing and monitoring unusual behaviour, reporting any suspicious behaviour to Head of Security.
- Patrolling the park and monitoring entrances.
- Monitoring/directing vehicle traffic on Churchfield Road and East Churchfield Road (if required).
- Runners that go around the park transporting things from one point to another. They may also carry out basic errands to keep the core team focused on getting things done.



Information & Welfare Volunteers

- You will be posted at the HQ Marquee where you will be dealing with front of house tasks.
- Any lost children will be kept and held at the information marquee until they are collected.
- Any injured attendees will be treated at the HQ Marquee.
- All volunteers should report to the HQ Marquee upon arrival.
- Special guests that we have invited to the event will be looked after by the Hospitality team.
- Hospitality team will ensure guests are chaperoned and fed.

Runners on the day of the event

Events do not just happen. They require a lot of time and event planning and as the saying goes - many hands make light work.

These types of roles may include:

- Setting up tables and chairs
- Setting up registration including name badges and gift bags
- Displaying merchandise
- Setting up coffee and tea stations
- Putting together event collateral including pamphlets and flyers
- Displaying event signage

Assigned Floaters

- A team of assigned floating volunteers will provide support to other teams as needed throughout the event. For example, if a different team has a no-show, a floating volunteer can step into that role to fill any gaps.
- These volunteers will also go around the festival transporting things from one point to another. They may also run basic errands to keep the core team focused on getting things done.



Event Overview

Set-up

- Vendors and staff will come in early to get everything ready. We need volunteers on hand to help with setting up food and drink stalls, off-loading vans, setting up tables and chairs.

Welcoming / Meet & Greet team

- We need a team of volunteers to hand out sweets on the day of Eid. Mascots may also be hired to help with this and add to the atmosphere of the event.
- Always meet and greet attendees with a smile, we are here to help and make it a memorable Eid.
- Volunteers need to be level-headed and able to communicate effectively with attendees if there is a problem.

Parking attendants

- Parking is often one of the biggest issues during Ramadan.
- A volunteer team will be deployed to direct traffic and assist with parking.
- Volunteers should wear reflective vests if they'll be working at night.
- No parking is available for attendees at Eid in the Park.
- Parking is available for Staff, Guests, Vendors and Volunteers. See site map for the Car-Park location.

Funfair Tickets Sales

- A ticket booth will be located in a central location manned by the funfair. Tickets for the rides and attractions will be sold from there.

Information crew

- The information team will float around the site to help attendees and answer any question they may have.

Vendors

- The event will have external vendors on-site selling food, and non-food items.
- Vendors will be located in the marquees. (See site map).

Backstage Operations

Photographers & Videography

- A picture says more than a thousand words. Volunteers with photography skills can help snap pictures. We will use these to promote future events and keep the Eid festival spirit alive on social media.

Social Media

- Volunteers will help sort out the best snaps and videos taken at the event. Volunteers can also create more creative media exclusively meant for social sharing.



Hospitality - General & VIP

- Hospitality volunteers will help with managing and coordinating artist and performer schedule on the day. They will provide refreshments and meals for VIP's and guests. In addition, there's always the occasional need for running errands, and providing general support as needed.
- Hospitality volunteers will help to make sure that the stage is ready. They can check that the performers are on time, and all equipment is working properly.
- Welcoming, escorting hosting VIP guests during the events, helping ensure they have a positive experience.
- Maintaining and looking after the VIP area. Providing assistance to guests on an ad-hoc basis.

Skills Required:

- Customer service
- Attention to detail
- Clear oral communication
- Friendliness
- Discretion
- Professionalism

Photograph taken by; Annoor Media Team
(July 2023)
Jumma in the Park
Shaykh Abu Taymiyyah delivering the Khutbah



Any incident that cannot be controlled or contained by the immediate attendance of a steward should be reported to the Event Manager. The Event Manager will decide upon the appropriate response required and will deploy adequate resources to control the emergency.

Site Control: The site has been divided into four areas,

Area 1: Command Base HQ

Area 2: Food & Non-Food Stalls

Area 3: Funfair

Area 4: Prayer Area & Picnic

In the case of an emergency, Areas 1-4 would initially be treated independently but not mutually exclusive for rapid evacuation. An incident in any area will lead to safety controls taken in all areas.

Regular status updates relating to security, major & minor incidents and accident risks will be communicated by the Event Manager to all staff including performers. Alerts will be communicated by radio and mobile phone.

Alerts are graded as follows:

GREEN: FREE MOVEMENT OF PEOPLE / IDEAL STATUS

AMBER: POTENTIAL CROWD PROBLEM

RED: SERIOUS CROWD PROBLEM

The event should open with all areas given a green status.

Command Structure

Gold Command Kalim Reid (Event Lead)

Silver Command Abdussamad (Operations & Logistic Lead)

Event Control/ Control Point

- Central & static facility to monitor crowd & staffing levels, to provide a secure rest area for event staff, to record all accidents & incidents, and to note the arrival and departure of contractors/event staff/etc.
- In the case of an emergency, all key event staff must report to Control if safe to do so, to receive further instructions.

Major Incidents: Suspicious Packages, Fire and Mass Evacuation

General Procedure:

- Volunteers to immediately report emergency to the Event Manager, via Volunteer Base or radio communications.
- Emergency Services to be notified, via Event Manager
- Site safety procedures to be referred to and site to be evacuated on the instruction of the Emergency Services and/or Event Manager.
- Await further instruction from the Emergency Services. Under no circumstances should staff, contractors or the public re-enter the site until advised to do so by the Event Manager in consultation with the Emergency Services, and until the site awarded a GREEN grade.

Serious and Minor Incidents: Crowd Congestion

- The area would be given an **AMBER** grade.
- Additional and available volunteers would be deployed from other areas to alleviate the pressure. This could include the initiation of a crowd diversion.
- Upon successful action, the area would revert to **GREEN**.
- Alternatively, if the crowd pressure has not been reduced and/or a serious crushing incident or pinch- point is occurring, the area would be granted the **RED** grade.
- Consequently, surrounding areas, which have been affected by the crowd build-up, will go to AMBER grade to deal with the overflow.

Photograph taken by; Annoor Media Team
(July 2023)
Funfair Ride



- Communication throughout the event is paramount.
- Please listen to any Radio or PA announcements closely and respond accordingly.
- Walkie Talkies must be used responsibly.
- We will inform residents and businesses in the surrounding area about our event plans before the event.
- Communication with the Public on the day will be via the PA system. If an emergency or incident occurs the Event Director and Senior Staff onsite will be responsible for assessing and making the call to the emergency services.
- This includes the following: need for evacuation, fire, power failure, collapse of temporary structure, road traffic collision, medical emergency, fatality, adverse weather conditions, key location become unavailable, cancellation prior to or during.
- All Team leaders/management will have access to two-way radios throughout the event.



If you would like to raise any concerns on the day of the event or post event please contact the Event Manager directly on 07539021007 or email director@annoorcentre.com

Medical & First Aid Cover

- Our appointed Medic/First Aider will be onsite to provide any medical care and will respond to any medical incidents or accidents.
- They will be based in **AREA 1** and have access to Radio Communication.



Security

- Our SIA licenced Security provider for the event is an organisation called **VECTRA SECURITY SOLUTIONS** . They will be onsite to provide Security Assistance and will respond to any incidents.
- They will be based in **AREA 1** and also have access to Radio Communication
- From our team of volunteers we also have at least 5 confirmed SIA Security.
- The event Risk Assessment is available upon request.



Event Log & Incident Reporting

- A document, known as an Event Log will be kept at the Command Centre to monitor & record:
- All changes in behaviour, staff behaviour & changes in wellbeing, observations, security threats, hazards, vehicular movements during car curfew, site inspection information and Other essential information that poses risk to the event or significantly impacts on the management of the event.
- All incidents are to be reported to the Event Manager and in his absence, Deputy Manager using verbal communication, code words, etc. and recorded in the Event Log.
- The Event Manager will contact the appropriate support team or emergency services and seek guidance from health and safety professionals.

Lost Children

- The responsibility for 'Lost Children', and/or 'Vulnerable Adults' falls to the Event Manager and/or Deputy Manager & Police. No lost child or vulnerable adult should be left unaccompanied or left in the sole presence of non-DBS checked staff or first aiders.
- The Event Manager will designate suitably qualified personnel to fulfil this function.
- In the event of family members being separated, DBS staff will accompany children or others to Event Control.
- Upon the advice of the police, formal identification will be required from any person making a claim on unaccompanied children and the incident must be noted on the Incident Log.
- Children will be always accompanied by a DBS-checked steward/ Police Officer until a family member is identified or advised by the Police. The Event Manager and Deputy Manager have been DBS checked.



Welfare of Children

- A welfare marquee/vehicle will be positioned at a key location within the park. Clearly signposted and marked.
- Any lost or found child or vulnerable person will be held there until contact is made. The Head of Welfare will be responsible for incident management.
- All incidents will be logged, and all details will be recorded.
- Parents and guardians will be asked to provide ID and description of the lost child before they are allowed to collect the child.
- The police will be contact if the child is reluctant to go with the parent or guardian.
- The Welfare tent will be manned by adults who are DBS checked.

Photograph taken by; Annoor Media Team
(April 2024)



The first priority for any new volunteer is to receive a full induction before they start their role. The aim of induction is to ensure that the volunteer can fulfil their duties safely and effectively.

- **About the organisation**

- the mission, objectives and aims.
- the kind of work we do.
- management structure.
- importance of volunteers to the organisation.

- **The event site plan**

- layout.
- toilets.
- parking.
- prayer.
- attractions.
- vendors.
- break-out area.
- evacuation procedures.
- entrances and exits.
- health and safety.

- **The event volunteer roles**

- outline of volunteer role, tasks involved, confirm agreed commitment day / time.
- staff / volunteers working with directly.
- boundaries of role.
- expected conduct / confidentiality.
- the process to follow if difficult situations arise.
- insurance cover.
- health and safety.

- **The support system**

- key contact and their details.
- resources and equipment.
- training.
- how expenses are paid.

Eid



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Jazakumullahu Khayran

for your time and your commitment to volunteering. We welcome you to the team.
Thank you for choosing to volunteer and helping us serve our community.



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