



# Norjam Staff Handbook

Norjam has produced this Staff Handbook to sit alongside the A – Z of Norjam and the Good Camping Guide. Please read all three guidance documents carefully to get prepared for the Jamboree. Please note that the information was correct as the time of production. If you have general questions, please contact the Admin Team: [admin@norjam.org.uk](mailto:admin@norjam.org.uk)

For more information about your role at Norjam, please contact the Director of the area you are working with or your specific Team Leader if you are already in contact:

The Executive (incl. Catering and Hospitality) – [chair@norjam.org.uk](mailto:chair@norjam.org.uk)

Administration – [admin@norjam.org.uk](mailto:admin@norjam.org.uk)

Entertainment and Retail – [retailents@norjam.org.uk](mailto:retailents@norjam.org.uk)

Essential Services – [essentialservices@norjam.org.uk](mailto:essentialservices@norjam.org.uk)

Media and Communications – [media@norjam.org.uk](mailto:media@norjam.org.uk)

Programme – [programme@norjam.org.uk](mailto:programme@norjam.org.uk)

Site Services – [siteservices@norjam.org.uk](mailto:siteservices@norjam.org.uk)

Subcamps – [subcamps@norjam.org.uk](mailto:subcamps@norjam.org.uk)

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## A

### A to Z of Norjam

There is a lot more information that is relevant to staff in the A to Z of Norjam, please make sure you read it well.

[View the A to Z of Norjam here.](#)

### Arrival for Staff

Arrival for Staff is via the Bawburgh Gate, Long Ln, Norwich NR9 3LX, which will be signposted from the road.

Staff will be able to register on Friday 8 August between 16:00 and 21:00 only if Friday arrival is pre-agreed by your Team Leader and your role is required to be operational for the start of the Jamboree.

General arrival is on Saturday 9 August from 08:00 to 16:00 in the arrivals barn. If arriving at other times or on other days, please go directly to the Admin Centre.

The Staff Subcamp team will be on hand to direct you to your camping area and will always be available in the staff hub. Please do not select your pitch without talking to the Subcamp Team and be aware of the fire safety guidelines when pitching tents and allow for firebreaks.

All vehicles will need to be unloaded and removed to the car park as soon as possible to allow a flow of traffic through the site. Staff will be able to print the "S Permit" for use of the staff car park.

Please note that motorhomes and caravans will not be able to move once the Jamboree has started unless agreed in advance with the Subcamp Team.

## B

### Build Week

Some staff will be involved in the build of the Jamboree. This will be in agreement with the Directors only.

Please do not arrive at Norjam before Saturday 9 August unless by pre-agreement as we will still be preparing the site, and facilities will be limited.

## C

### Campsite Electricity

The use of electricity is strictly restricted for medical needs only and must be registered as part of the 2<sup>nd</sup> stage of registration and be in prior agreement with your subcamp team.

Norjam has a policy that can be found on the website. [Click here to view.](#)

### Caravans and Motorhomes

Caravans and motorhomes will be parked in designated areas and will not be allowed on the main camping areas.

Norjam has a policy that can be found on the website. [Click here to view.](#)

### Central Catering

Norjam is delighted to be working with RAF Marham to provide meals for staff at the Jamboree. All catering must be pre-booked and fully paid ahead of the Jamboree and there will be a check in point at the entrance of the eatery.

The eatery will be open:

Saturday 9 August – Evening meal serving time 17:30 – 19:30

Sunday 10 to Friday 15 August:

- Breakfast serving time 07:00 – 09:00
- Lunch will be collected when you have breakfast, one re-usable cool bag is included in your catering fee
- Evening Meal serving time 17:30 – 19:30

Saturday 16 August – Breakfast serving time 07:00 – 9:00

To make the Norjam catering provision the best eatery in Norfolk, we will ask you to follow some simple guidelines:

- You will need to bring your own eating kit (plate, bowl, mug and cutlery) and tea towels
- You will need to wash your own eating kit after every meal and take it away with you
- After you have eaten, you will need to tidy your table by removing all rubbish to ensure it is ready for the next person
- You will need to use the hand sanitiser provided on entry and exit of the eatery

Norjam has a policy for central catering. [Click here to view.](#)

<b>D</b>
<p><b>Departure for Staff</b></p> <p>Departure will be on Saturday 16 August unless otherwise agreed with your Team or you have been asked by your Team Leader to help with the takedown of the Jamboree.</p> <p>Please ensure that your area is completely cleared and that no rubbish is left behind.</p> <p><b>Dependent Children Policy</b></p> <p>Dependent children at Norjam are those aged 17 or under and remain the responsibility of their parents or carers at all times and must not be left unsupported whilst staff are on shift.</p> <p>The Jamboree has some great opportunities for dependent children too.</p> <p>Norjam has a policy that can be found on the website. <a href="#">Click here to view.</a></p>
<b>E F</b>
<p><b>Expectations of Staff Teams</b></p> <p>You are joining around 1,000 volunteer staff members from both the UK and Internationally to make Norjam possible. We could not host this large event without you, and we thank you for being part of the Staff Teams.</p> <p>Staff are expected to work hard and fulfil a vital role in motivating and supporting participants and providing services, activities, and facilities. Some roles may require long working hours or working at night.</p> <p>We expect all staff members to attend their work position, at the right time, each day. Failure to attend work will cause a knock-on effect that will impact how we can safely deliver the Jamboree experience.</p> <p>If you have problems with your role, reach out to your Team Leader or your area Director.</p> <p>Make sure to sleep well, eat regularly, stay hydrated and relax during your planned breaks.</p> <p>We want to make sure everyone is at their best and all our staff enjoy the jamboree experience as much as the young people.</p> <p>Remember, the Welfare Team are here for you, please reach out if you have any issues before they become problems.</p>
<b>G H I J</b>
<p><b>Good Camping Guide</b></p> <p>Everything you need to know about the Jamboree camping rules can be found in the Good Camping Guide. The Guide can be found on the website. <a href="#">Click here to view.</a></p>
<b>K L M N O</b>
<p><b>Kit List</b></p> <p>As adult participants, we expect that you will know exactly what to bring with you, but as a reminder, here are the essentials to remember to bring with you.</p> <ul style="list-style-type: none"> <li>• Tent (of an appropriate size)</li> <li>• Sleeping bag, roll mat or camp bed and blanket</li> <li>• Sleepwear, wash kit and towel plus sun protection and insect repellent</li> <li>• Clothes for all weathers, raincoat, shoes or boots, trainers and flip-flops to wear in the shower plus a hat</li> <li>• Chair (folding type for use at base camp, and if appropriate, to take to work with you) and torch</li> <li>• Refillable water bottle (to take to work with you)</li> <li>• Eating kit and tea towels (even if you are booked for central catering)</li> <li>• Black rubbish sacks (for rubbish disposal)</li> </ul>
<b>P</b>
<p><b>Parking Permit</b></p> <p>The staff parking permit is required to be displayed in your car whilst it is in the staff car park.</p>
<b>Q R</b>
<p><b>Registration</b></p> <p>All staff must be registered on the Norjam database ahead of the Jamboree.</p>

## S

### Staff Party

This will take place on Saturday 16 August from 19:00 until 23:00.

The party is for those staying onsite to help to pack up the jamboree and you should not leave site and then return for the party. The cost of a ticket is £15.00 which will include a drink and food.

Tickets will be available to purchase in the Admin Centre from Monday 11 to Thursday 14 August.

### Staff Subcamp and Hub

There will be four main staff camping areas:

- General Camping – This will be the camping area for most staff.
- Family Camping – This will be a camping area away from the bar/disco.
- Quiet Camping – This will be a camping area away from the bar/disco.
- Late Night and Noisy Camping – This camping area will be closest to the bar and disco.

Please note there will be a site wide 23:00 noise curfew.

There will be designated areas for caravans and motor homes, but electric hook-up is not available unless agreed in advance for medical needs.

If you have any staff related questions or fancy a chat, come to the Staff Hub and see the team. The hub will also host some awesome activities to keep you entertained when you are not on shift. Tea and coffee will be available for staff.

## T U

### Take Down Day

If you have been asked to help with the takedown on Sunday 17 August, thank you.

We need to clear the site and depart for noon.

### Time Keeping

Each morning, make sure you are on time and prompt, or it could impact the operation of the Jamboree.

It is also important to ensure that you have eaten, even if this is something you may not normally do at home as the Jamboree is a high intensity event and we need to ensure that everyone has consumed enough calories and water to function at their peak.

If you require assistance with travel to your working area due to mobility issues, please liaise with your Team Leaders.

## V W X Y Z

### Visitors for Staff

Visitors are welcome to book a visit to the Jamboree, however all visitors must do so in advance via the booking process on the Norjam website: [Click here to book.](#)

During their visit, they must be accompanied by you, and so please make sure they book come at a time that you have agreed some time off shift with your team leader.

Norjam has a policy that can be found on the website. [Click here to view.](#)

More information for staff is available in the A to Z of Norjam and the Good Camping Guide.

*Dear Staff*

*I would like to take a moment to thank you all for your support and dedication to what is going to be a fantastic jamboree. Norjam has been absent from the calendar for seven years, and in that time, we have committed many hours of planning and preparation to deliver a great experience for Scouts and Guides from across the globe. Whether you live locally or have travelled from further afield, each one of our staff team has an important part to play in creating lifelong memories for thousands of young people.*

Thank you once again and I wish you an awesome Jamboree and look forward to celebrating with you all.

**Glenn Chusonis** – Chair of Norjam 2025

