

Volunteer Role Description

Role: Events Volunteer

Location: Various

Volunteer Lead: Fundraising team

Hours: Flexible/ Ad-hoc (mainly weekends)

Purpose of Role & Service

Our outstanding care services cost a staggering £5.7m to provide each year and this year alone we will need to raise £4.1 million to provide the care patients truly deserve. Throughout the year we run events to help raise funds and our events volunteers ensure our fundraising events run smoothly.

The number of hours and days and times can be very varied for this role which is not generally regarded as a regular weekly volunteering commitment. Ad-hoc volunteers support the Hospice on an 'as and when' needed basis.

We are seeking volunteers who are keen to take leading and supporting roles at our events. In the lead roles, you will be using organisation, communication and administration skills to make sure events run safely, effectively and make the most impact possible. This may include co-ordinating a team of volunteers, being responsible for managing and accurately recording funds raised and building relationships with community and event organisers.

Supporting roles will work under the direction of the event lead.

Key Activities

- To lead or assist at fundraising events throughout the year
- Assist with the set up and pack down of equipment, this may include setting up and dismantling marquees if able to do so
- To promote awareness of the Hospice, have a knowledge of the services provided and how fundraising activities enables the work of the Hospice
- To fulfil various duties at events such as marshalling, car park attendance, selling merchandise, meeting and greeting, registration etc
- Serving refreshments
- Cash handling & using payment systems
- Moving equipment into storage or loading into van ready for transporting
- Driving van to events with equipment required for the event (subject to driving checks)
- Ensure visitors have an enjoyable experience

- Support members of the fundraising team to complete additional tasks when required
- **While this list is not exhaustive, there is no requirement to be able to undertake all activities listed.**

Key Events

- Tulips for Tapping
- Open Gardens
- Bingo's, Quiz's, Tombola's
- Merchandise Stands – selling merchandise at community events, craft fairs etc
- Light Up a Life Services

Organisational Responsibilities

- Take all reasonable care with regard to the health and safety of yourself and others
- Attend volunteer meetings and sessions whenever possible
- To act within scope of your volunteering role at all times
- To share comments or concerns in a timely way to promote early resolution
- Notify your designated staff member at the earliest opportunity of your intention to be absent from your role

At events we use photography and video to help promote the event and also to create memories for those who take part. Publicity consent is not sought at events; however, if approached by a photographer or videographer we would ask that you participate in good spirits, if you do not wish to be filmed or photographed, please politely decline when approached or bring the matter to the attention of a member of our staff. We do, however, reserve the right to use footage or images supplied to us where you might be included.

Skills and experiences we are looking for:

Criteria	Essential	Desirable
Knowledge & Skills	<p>Good communication skills</p> <p>People skills</p> <p>Willingness to help at outdoor events throughout the year</p> <p>Enjoy being part of a team</p>	<p>Able to understand and apply risk management system (lead role)</p> <p>Able to motivate others</p>
Experience		<p>Event experience</p> <p>Customer service experience</p> <p>Experience of planning and organising events including overcoming any problems that may occur on the day.</p> <p>Used to working on own initiative with minimum supervision</p>
Attitude & Values	<p>Friendly & enthusiastic</p> <p>Reliable</p> <p>Supportive of the hospice and its values</p> <p>Can do approach and attitude</p> <p>Flexible</p>	
Qualifications		

Tapping House...

C A R E S

Compassion Accessibility Respect Excellence Spark

Our Vision

Every person affected by a life-limiting condition will be offered choice and access to excellent **rest-of-life** care and bereavement support.

Our Strategy

- > Ensure patients and their families remain at the **heart** of our service
- > **Grow** our sustainable income to cover annual costs and **build** reserves
- > Recruit and retain the **highest calibre** staff to enable the delivery of **excellent care**
- > Identify and embed a programme of continuous **quality** improvement
- > **Empower** staff, volunteers and communities through development and provision of **innovative** education programmes

