

Summer Festival

Role Title	Gate Support
Location of Position	Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex, RM11 1JU
Responsible to	Gate Manager
Purpose/ summary of role	To provide support at our Summer Festival.
Description of tasks	<ul style="list-style-type: none"> • Checking tickets (on app) • Taking payment (Cash and Card) • Stewarding • Giving directions to attendees • Keeping the gate area clean and tidy
Time commitment	Able to attend pre-event training and also able to commit to a time slot to cover the bar
Qualities & Skills	<ul style="list-style-type: none"> • Customer service skills • Time management • Problem-solving • Communication • Friendly and approachable
Training & Support	<p>In the build up to the event:</p> <ul style="list-style-type: none"> • Briefing of volunteers • Rehearsal ahead of the day <p>On the day of the event:</p> <ul style="list-style-type: none"> • Briefing at the beginning of shift • Area manager to support the volunteer
Benefits of being a Volunteer	Volunteering with Mind Havering, Barking & Dagenham can be a rewarding experience and a feeling of being able to do something for someone else, develop your skills, learn new skills and meet new people. It can also help you to gain a sense of pride and build your self-esteem, becoming more confident, widening your network and feeling valued by our staff and those who are attending the event.
Volunteer Engagement Coordinator contact information	Volunteer Engagement Coordinator Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex, RM11 1JU volunteering@haveringmind.org.uk