

ChristmasLand

Role Title	Elf
Location of Position	Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex, RM11 1JU
Responsible to	Event leads
Purpose/ summary of role	To provide support at Havering ChristmasLand.
Description of tasks	<ul style="list-style-type: none"> To greet all customers that have booked the grotto experience in character and with a cheery, 'elf like' disposition. To take photos of the children and families with Father Christmas, on the customer's own phone. To make sure there are enough presents for each session and that Father Christmas has the appropriate age of present for each child. To keep to time schedules and if necessary, to wrap up grotto sessions (without making it obvious to the customer.) To make sure your costume is neat, tidy and presentable at all times.
Role Expectations	<ul style="list-style-type: none"> To be on time for your grotto session. To report to Ciaran/Caroline or whoever is leading the team that evening. To always be polite, courteous and in character. To make sure you do not use any obscene language, make inappropriate jokes or innuendo and to remember that you are representing Mind in Havering, Barking and Dagenham and your behaviour reflects on the charity. Do not assume the gender of a child- we suggest calling them 'little one' or 'young person.' Do not assume gender stereotypes, e.g- all boys like football and dinosaurs and all girls like dolls and make up. Do not assume the relationship of the adult to the child. Remember, we have many diverse families now and these could be made up of same sex couples, older parents, foster parents etc. We suggest asking the child who their grown up is that they have brought with them today. Remember, many of our visitors may be neurodiverse or have a hidden disability and it is your responsibility to make the grotto experience as friendly, welcoming and accessible for all. At the end of the evening, please leave the grotto in a clean and tidy state and re-stock the presents for the next day's sessions.

Time commitment	Able to attend pre-event meeting and also able to commit to the days you have offered to assist at the event.
Qualities & Skills	<ul style="list-style-type: none"> • Customer service skills • Time management • Problem-solving • Communication
Training & Support	<p>In the build up to the event:</p> <ul style="list-style-type: none"> • Briefing of volunteers <p>On the day of the event:</p> <ul style="list-style-type: none"> • Briefing at the beginning of shift with event managers or volunteer coordinator
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	<p>Volunteer Engagement Coordinator Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex, RM11 1JU volunteering@haveringmind.org.uk</p>