

## ChristmasLand

|                                 |  |
|---------------------------------|--|
| <b>Role Title</b>               | <b>Grotto Greeter</b>  |
| <b>Location of Position</b>     | Harrow Lodge House, Harrow Lodge Park,<br>Hornchurch Road, Hornchurch, Essex, RM11 1JU   |
| <b>Responsible to</b>           | Events Leads   |
| <b>Purpose/ summary of role</b> | To provide support at Havering ChristmasLand. To create a memorable and magical experience for families attending the grotto. To take on the character of Father Christmas and to remain in character whilst in costume and whilst you are in the presence of members of the public. To lead the grotto as the 'jolly old elf' himself.  |
| <b>Description of tasks</b>     | <ul style="list-style-type: none"> <li>• To greet all customers that have booked the grotto experience and be 'full of Christmas cheer' during your session.</li> <li>• To take photos of the children and families with Father Christmas, on the customer's own phone if they so wish.</li> <li>• To check tickets and keep an eye on the numbers of people waiting in line. You will need to communicate to the elf/Father Christmas if you feel sessions need to be longer/shorter or the queue is to be shut because of capacity.</li> <li>• To keep to time schedules.</li> <li>• Try to avoid complaints and un-happy visitors during their wait period by talking to them about their festive plans or even start a Christmas song sing-a-long in the queue.</li> </ul>   |
| <b>Role Expectations</b>        | <ul style="list-style-type: none"> <li>• To be on time for your grotto session.</li> <li>• To report to Ciaran/Caroline or whoever is leading the team that evening.</li> <li>• To always be polite, courteous and welcoming.</li> <li>• 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.</li> <li>• Do not assume the gender of a child- we suggest calling them 'little one' or 'young person.'</li> <li>• Do not assume gender stereotypes, e.g- all boys like football and dinosaurs and all girls like dolls and make up.</li> <li>• 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.</li> </ul> |

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