

ChristmasLand

Role Title	Cast Member
Location of Position	Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex, RM11 1JU
Responsible to	Events Leads
Purpose/ summary of role	To provide support at Havering Christmas Land. To create a memorable and magical experience for families attending the event.
Description of tasks	- To greet all customers visiting the attraction and be 'full of Christmas cheer' during your session. - To take photos of the children and families, on the customer's own phone if they so wish. - To communicate with the management team about any issues or potential issues so they can be dealt with swiftly. - To maintain and look after your specified area whilst on duty. - To make sure that no child/adult is touching the lights or scenes and to keep aware of any hazards.
Role Expectations	- To be on time for your session. - To report to Ciaran/Caroline or whoever is leading the team that evening. - To always be polite, courteous and welcoming. - 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 their experience as friendly, welcoming and accessible for all.
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	Customer service skills

	• Time management • Problem-solving • Communication
Training & Support	In the build up to the event: • Briefing of volunteers On the day of the event: • 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	Volunteer Engagement Coordinator Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex, RM11 1JU volunteering@haveringmind.org.uk