

ChristmasLand

Role Title	Mascot
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	<ul style="list-style-type: none"> To meet and greet visitors. To take photos with visitors. To aid in the entertaining of visitors, especially when helping to crowd control during busy nights. 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 volunteering session. To report to Ciaran/Caroline or whoever is leading the team that evening. To not speak when in character. To make sure you do not use any obscene gestures, 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. Many children are afraid of mascots, so please do not pressure any child to come near you or take photos with you. Take the lead from the child and you can still interact by waving, giving a thumbs up etc. Try to walk and move as your character would and big, over exaggerated gestures work best when in costume. If you are hot, need a break from the costume, please indicate to a staff member/volunteer using the 'time out' gesture. Do not remove your head and costume until you are inside and well out of the view of the public. At the end of the evening, please leave your costume hung up, sprayed with deodorant and ready for someone else to use.
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	In the build up to the event: <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	<p>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.</p>
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>