

## Summer Festival

<b>Role Title</b>	<b>Gate Support</b>
<b>Location of Position</b>	Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex, RM11 1JU
<b>Responsible to</b>	Gate Manager
<b>Purpose/ summary of role</b>	To provide support at our Summer Festival.
<b>Description of tasks</b>	<ul style="list-style-type: none"> <li>• Checking tickets (on app)</li> <li>• Taking payment</li> <li>• Stewarding</li> <li>• Giving directions to attendees</li> <li>• Keeping the gate area clean and tidy</li> </ul>
<b>Time commitment</b>	Able to attend pre-event training and also able to commit to a time slot to cover the gate
<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> <li>• Friendly and approachable</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> <li>• Rehearsal ahead of the day</li> </ul> <p>On the day of the event:</p> <ul style="list-style-type: none"> <li>• Briefing at the beginning of shift</li> <li>• Area manager to support the volunteer</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>	Volunteer Engagement & Data Officer Harrow Lodge House, Harrow Lodge Park, Hornchurch Road, Hornchurch, Essex, RM11 1JU <a href="mailto:volunteering@haveringmind.org.uk">volunteering@haveringmind.org.uk</a>