



Volunteer Role Description

Christmas Event Bar Assistant Volunteer

Role Title

Christmas Event Bar Assistant Volunteer

Location

Christmasland 2026

Responsible To

Bar Supervisor / Volunteer Coordinator

Purpose of the Role

The Bar Assistant Volunteer helps support the smooth operation of the event bar, providing a welcoming and friendly service to visitors. Working as part of the event team, volunteers will assist with serving refreshments, maintaining a clean and organised bar area, and helping to create a festive and enjoyable atmosphere for attendees.

This role is ideal for individuals who enjoy meeting people, working as part of a team, and contributing to a successful community event.

Key Responsibilities

- Welcome customers in a friendly and professional manner.
- Assist with serving hot and cold drinks, including festive refreshments.
- Support the preparation and restocking of bar supplies.
- Help keep the bar area clean, tidy, and well-organised throughout the event.
- Operate under the guidance of the Bar Supervisor and follow all event procedures.
- Assist with cleaning tables and collecting used glasses or cups where required.
- Monitor stock levels and inform the Bar Supervisor when supplies are running low.
- Follow health and safety, food hygiene, and licensing requirements at all times.
- Support other event volunteers and staff to ensure a positive visitor experience.

- Help with setting up and packing away the bar area.
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Skills and Qualities

We are looking for volunteers who:

- Have a friendly and approachable manner.
- Enjoy interacting with members of the public.
- Are reliable, punctual, and trustworthy.
- Can work efficiently in a busy environment.
- Have good communication and teamwork skills.
- Are willing to learn and follow instructions.
- Have a positive attitude and enjoy supporting community events.
- Can remain calm and professional during busy periods.

Previous bar or hospitality experience is welcome but not essential, as training will be provided.

Training and Support

- A volunteer briefing will be provided before the event and will need to be signed and returned as well as a sign up form returned to the Volunteer Coordinator.
 - Guidance on health and safety, food hygiene, and customer service will be given.
 - Ongoing support will be available from the Bar Supervisor, Volunteer Coordinator and Event Coordinator.
 - Information regarding the responsible service of alcohol (if applicable) will be provided.
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Time Commitment

Event Date(s): Various dates from the 27th November up to and including the 2nd January. Full dates can be found on the volunteer sign up form.

Volunteers should arrive approximately 30 minutes before their shift for briefing and setup. Shifts will run from 4pm until 9pm on each evening the event is open.

Benefits of Volunteering

- Be part of a festive community event.

- Meet new people and make new connections.
 - Gain experience in hospitality, customer service, and events.
 - Develop communication and teamwork skills.
 - Support a successful and enjoyable experience for visitors.
 - Enjoy being part of a fun and friendly volunteer team.
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Additional Information

This role may involve standing for extended periods and working in a busy environment. Volunteers should wear comfortable clothing and suitable footwear.

Where alcohol is being served, volunteers must comply with all licensing requirements and work under the supervision of the designated bar lead. Volunteers may be required to be aged 18 or over if assisting with the sale or service of alcoholic beverages.

Reasonable adjustments can be discussed where required.

All volunteers must follow the organisation's safeguarding, equality, diversity, health and safety, and food hygiene policies.

If you would like more information, please contact our Volunteer Coordinator on volunteering@haveringmind.org.uk

Our Christmas Wish

Thank you for helping us provide a warm and festive welcome to visitors. Your support behind the bar will help create a friendly atmosphere and ensure everyone enjoys a wonderful Christmas event. 🎄 🍷 🥂 ✨