



Volunteer Role Description

Christmas Grotto Elf Volunteer

Role Title

Christmas Grotto Elf Volunteer

Location

Christmas Grotto at Christmasland 2026

Responsible To

Volunteer Coordinator

Purpose of the Role

As a Christmas Elf Volunteer, you will help bring the magic of Christmas to life for children and families attending the event. Working both inside and outside the grotto, you will welcome visitors, assist with activities, support Father Christmas, and help ensure every guest has a fun, memorable, and magical experience.

Key Responsibilities

Inside the Grotto

- Welcome children and families into the grotto.
- Support Father Christmas during visitor interactions.
- Help distribute gifts, certificates, or treats where applicable.
- Engage children in festive conversation and activities while maintaining the magical atmosphere.
- Assist with managing visitor flow within the grotto.
- Keep the grotto tidy, organised, and welcoming.
- Support photography opportunities where appropriate.

Outside the Grotto

- Greet visitors and provide information about the grotto experience.
 - Help manage queues in a friendly and positive manner.
 - Engage children and families with festive activities, games, or conversation while they wait.
 - Direct visitors to the correct entrance and explain the process.
 - Assist with crowd management and maintaining a safe environment.
 - Work with other volunteers to ensure the smooth running of the event.
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Skills and Qualities

We are looking for volunteers who:

- Enjoy interacting with children and families.
 - Have a warm, friendly, and approachable personality.
 - Are enthusiastic and willing to embrace the festive spirit.
 - Are confident communicators.
 - Can work as part of a team.
 - Are reliable, punctual, and dependable.
 - Have patience and a positive attitude.
 - Understand the importance of safeguarding and inclusivity.
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Training and Support

- A volunteer briefing will be provided before the event.
 - Guidance on safeguarding, health and safety, and event procedures will be given.
 - Support will be available from the Event Coordinator throughout the event.
 - If you have your own costume you are welcome to wear this but one will be provided at the event for you.
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Time Commitment

- The grotto will be open from the 27th November until the 24th December. Full dates are available on the volunteer sign up form.
- 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.
- First guest will enter at 4.30pm with the last guest being around 8pm

- Volunteers are asked to arrive approximately 30 minutes before their shift for briefing and preparation. Shifts will run from 4pm until 9pm on each evening the event is open.
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Benefits of Volunteering

- Help create magical Christmas memories for local children and families.
 - Meet new people and be part of a friendly volunteer team.
 - Gain valuable experience in customer service, events, and community engagement.
 - Develop communication and teamwork skills.
 - Enjoy being part of a festive community celebration.
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Additional Information

This role may involve standing for extended periods, working both indoors and outdoors, and wearing an elf costume or festive clothing. Reasonable adjustments can be discussed where required.

You will also be required to go through a DBS check due to the nature of the volunteering role.

All volunteers must follow the organisation's safeguarding, equality, diversity, and health and safety 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 spread festive cheer and create a magical experience for everyone who visits our Christmas Grotto! 🎄🧑🏻🌟