

Volunteer Role Description

Father Christmas (Santa) - Christmas Grotto Volunteer

Role Title

Father Christmas (Santa Claus) Volunteer

Location

Christmas Grotto at Christmasland 2026

Responsible To

Volunteer Coordinator

Purpose of the Role

To create a magical and memorable Christmas experience for children and families by portraying Father Christmas in a warm, friendly, and engaging manner. The volunteer will welcome visitors to the grotto, listen to children's Christmas wishes, and help spread festive cheer throughout the event.

Key Responsibilities

- Portray Father Christmas in character throughout the event.
- Welcome children and families into the grotto in a warm and friendly manner.
- Chat with children about their Christmas wishes, interests, and achievements during the year.
- Help create a magical and positive experience for all visitors.
- Present gifts or tokens (provided by the event organisers) to children where applicable.
- Work alongside grotto elves and other volunteers to ensure a smooth visitor experience.
- Always maintain a cheerful and professional attitude.
- Follow event procedures, including safeguarding, health and safety, and visitor management guidelines.
- Treat all children and families with kindness, respect, and inclusivity.

Skills and Qualities

We are looking for volunteers who:

- Enjoy interacting with children and families.
- Have a friendly, approachable, and patient manner.
- Are confident speaking to people of all ages.
- Can stay in character and help create a festive atmosphere.
- Are reliable and punctual.
- Understand the importance of confidentiality and safeguarding.
- Have a good sense of humour and enthusiasm for Christmas.

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.
- Support will be available from the Event Coordinator and volunteer team throughout the event.
- Information regarding safeguarding, health and safety, and event procedures will be provided.
- If you have a costume, then you are welcome to wear this but one will be provided at the event.

Time Commitment

- Be in the grotto within the times that guests will be welcomed. First guest will enter at 4.30pm with the last guest being around 8pm
- The grotto will be open on various evenings from the 27th November up to and including the 24th December (full dates of event available on volunteer form)
- Volunteers are asked to arrive approximately 30 before the event starts for briefing and preparation. Shifts will run from 4pm until 9pm on each evening the event is open.

Benefits of Volunteering

- Help create special Christmas memories for children and families.
- Meet new people and be part of a friendly volunteer team.
- Gain experience in customer engagement and event support.
- Enjoy being at the heart of a festive community event.

- Receive refreshments and volunteer recognition (where applicable).
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Additional Information

This role may require sitting for extended periods and wearing a Father Christmas costume. Reasonable adjustments can be discussed where needed. All volunteers must follow the organisation's safeguarding and health and safety policies. You will also be required to go through a DBS check due to the nature of the volunteering role.

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

Thank you for helping bring the magic of Christmas to our community! 🎅 🎄