



Volunteer Role Description

Christmas Event Gate Area Volunteer

Role Title

Christmas Event Gate Area Volunteer

Location

Christmasland 2026

Responsible To

Volunteer Coordinator

Purpose of the Role

The Gate Area Volunteer is often the first point of contact for visitors attending the Christmas event. This role is vital in creating a warm, welcoming, friendly and organised experience for all guests from the moment they arrive.

Volunteers will greet visitors, assist with admissions, provide information, help manage queues, and support the safe and smooth entry and exit of attendees throughout the event.

Key Responsibilities

- Welcome visitors with a friendly and festive attitude.
- Check guests off from a provided list of attendees each evening
- Assist with any on the day purchases
- Direct visitors on the direction they should go round the walkway.
- Help manage entry and exit points safely and efficiently.
- Provide information about event timings, activities, and locations.
- Support queue management to ensure an orderly visitor experience.
- Assist visitors with accessibility requirements and signpost them to appropriate support.
- Monitor gate areas and report any concerns to the Event Coordinator.

- Help maintain a safe environment by following event procedures and health and safety guidance.
 - Work closely with other volunteers and event staff to ensure the smooth running of the event.
 - Be able to use technology confidently as will be required to use electronic devices to scan tickets of attendees
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Skills and Qualities

We are looking for volunteers who:

- Have a friendly, approachable, and welcoming manner.
 - Enjoy interacting with members of the public.
 - Are confident communicating with people of all ages.
 - Can remain calm and professional in busy situations.
 - Have good organisational skills and attention to detail.
 - Are reliable, punctual, and dependable.
 - Can work effectively as part of a team.
 - Have a positive attitude and enthusiasm for community events.
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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 customer service, visitor management, safeguarding, and health and safety will be given.
 - Ongoing support will be available from the Event Coordinator throughout the event.
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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 are asked to 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

- Help create a positive and memorable experience for visitors.
 - Meet new people and be part of a supportive volunteer team.
 - Gain valuable experience in customer service, events, and community engagement.
 - Develop communication, teamwork, and organisational skills.
 - Make a meaningful contribution to a community Christmas celebration.
 - Enjoy being part of a festive and rewarding event.
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Additional Information

This role may involve standing outdoors for extended periods, depending on event arrangements and weather conditions. Suitable clothing, including warm and weather-appropriate attire, should be worn.

Reasonable adjustments can be discussed where required.

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 provide a warm welcome to everyone attending our Christmas event. Your support will help ensure visitors enjoy a safe, organised, and magical festive experience from the moment they arrive. 🌲 ✨