



Volunteer Role Description

Christmas Grotto Welcome Volunteer

Role Title

Christmas Grotto Welcome Volunteer

Location

Christmas Grotto, Christmasland 2026

Responsible To

Volunteer Coordinator

Purpose of the Role

The Christmas Grotto Welcome Volunteer is often the first point of contact for visitors arriving at the grotto. This role is key to creating a magical, friendly, and well-organised experience for children and families as they prepare to meet Father Christmas.

Volunteers will greet visitors, provide information, help manage the flow of guests into the grotto, and ensure every family receives a warm festive welcome.

Key Responsibilities

- Welcome children, families, and visitors to the Christmas Grotto with a friendly and enthusiastic manner.
- Create a festive and magical atmosphere from the moment visitors arrive.
- Provide information about the grotto experience and answer general questions.
- Assist with checking booking details, tickets, or registrations where applicable.
- Direct visitors to the appropriate waiting area or entrance point.
- Help manage visitor flow and queues to ensure a smooth experience.
- Support children who may be feeling nervous or excited before meeting Father Christmas.

- Assist visitors with accessibility requirements and direct them to appropriate support if needed.
 - Work alongside Father Christmas, elves, and other volunteers to ensure the grotto runs efficiently.
 - Report any concerns or issues to the Event Coordinator.
 - Follow all safeguarding, health and safety, and event procedures.
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Skills and Qualities

We are looking for volunteers who:

- Have a warm, welcoming, and approachable personality.
 - Enjoy engaging with children and families.
 - Are enthusiastic about creating memorable experiences.
 - Have good communication and customer service skills.
 - Can remain calm and organised during busy periods.
 - Are reliable, punctual, and responsible.
 - Work well as part of a team.
 - Are patient, friendly, and positive.
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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 visitor engagement, safeguarding, accessibility, and health and safety will be given.
 - Ongoing support will be available from the Event Coordinator throughout the event.
 - Information about the grotto experience and event schedule will be provided before each shift.
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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 preparation. Shifts will run from 4pm until 9pm on each evening the event is open.

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 experience in customer service, visitor engagement, and event support.
 - Develop communication, confidence, and teamwork skills.
 - Make a positive contribution to your local community.
 - Enjoy being part of a festive and rewarding event.
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Additional Information

This role may involve standing for extended periods and working indoors or partially outdoors depending on the grotto layout. Volunteers should wear comfortable clothing, suitable footwear, and any festive attire or costume provided.

Reasonable adjustments can be discussed where required.

All volunteers must follow the organisation's safeguarding, equality, diversity, accessibility, 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 and magical welcome to every child and family visiting our Christmas Grotto. Your smile, enthusiasm, and festive spirit will help make their Christmas experience truly special. 🎄👴🌟