

mind Havering, Barking and Dagenham

Volunteer Role Description

Christmas Mascot Volunteer

Role Title

Christmas Event Mascot Volunteer

Location

Christmasland 2026

Responsible To

Volunteer Coordinator

Purpose of the Role

The Christmas Mascot Volunteer plays a key role in creating a fun, festive, and welcoming atmosphere at the event. By bringing the character being worn to life through costume and interaction, the mascot helps create memorable experiences for children, families, and visitors of all ages.

The role involves greeting guests, posing for photographs, supporting event activities, and helping to spread festive cheer throughout the event.

Key Responsibilities

- Wear and safely operate a mascot costume throughout.
- Welcome and interact with children, families, and visitors in a friendly and engaging manner.
- Pose for photographs and support meet-and-greet opportunities both inside and outside of the walkway.
- Assist in creating a fun and magical Christmas atmosphere.
- Support event activities, performances, and entertainment areas where required.
- Work alongside event staff, volunteers, elves and Father Christmas to enhance the visitor experience.

- Follow directions from event coordinators regarding appearances and movement around the venue.
 - Take regular breaks as agreed to ensure comfort and wellbeing.
 - Always maintain a positive and professional attitude.
 - Adhere to health and safety and safeguarding procedures.
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Skills and Qualities

We are looking for volunteers who:

- Enjoy interacting with people of all ages.
 - Have an enthusiastic, friendly, and outgoing personality.
 - Are comfortable performing in costume.
 - Have good awareness of their surroundings and can move safely while wearing a mascot costume.
 - Are reliable, punctual, and flexible.
 - Can work effectively as part of a team.
 - Have a positive attitude and enjoy creating memorable experiences for others.
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Training and Support

- A full event briefing will be provided before the event.
 - Guidance on wearing the mascot costume will be provided (all costumes are provided at the event).
 - Health and safety information and safeguarding guidance will be shared.
 - 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 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.
- Be part of a fun and supportive volunteer team.

- Gain experience in events, entertainment, and community engagement.
 - Develop confidence, communication, and teamwork skills.
 - Make a positive contribution to your local community.
 - Enjoy the festive atmosphere and celebrations.
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Additional Information

This role may involve standing, walking, or dancing for extended periods while wearing a mascot costume. Costumes can be warm and may limit visibility, so volunteers must follow all safety guidance and take regular breaks.

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 bring joy, laughter, and festive magic to our Christmas event. Your enthusiasm and energy will help make the day unforgettable for everyone who attends! 🎄 ⭐️ 🎅