



Volunteer Role Description

Christmas Walkway Volunteer

Role Title

Christmas Walkway Volunteer

Location

Christmas Walkway and Garden Trail, Christmasland 2026

Responsible To

Volunteer Coordinator

Purpose of the Role

The Christmas Walkway Volunteer helps create a magical and welcoming experience for visitors as they explore the festive garden trail and Christmas walkway. Volunteers play an important role in greeting guests, providing information, assisting with wayfinding, and helping visitors safely enjoy the illuminations, displays, and attractions along the route.

This role is ideal for friendly and enthusiastic individuals who enjoy being outdoors and engaging with people of all ages.

Key Responsibilities

- Welcome visitors to the Christmas walkway and garden trail.
- Provide directions and information about the route, attractions, and facilities.
- Assist visitors in navigating the pathway safely.
- Help maintain a positive, festive, and welcoming atmosphere throughout the event.
- Engage with visitors and answer general event-related questions.
- Support children and families by offering assistance where needed including pictures for the visitors.
- Encourage visitors to follow designated pathways and event guidance.
- Monitor the area for any potential hazards and report concerns to the Event Coordinator.

- Assist with accessibility support and signpost visitors to appropriate facilities.
 - Work collaboratively with other volunteers and event staff to ensure the smooth running of the event.
 - Help maintain the tidiness of the walkway area and report any maintenance issues.
 - Be proactive in asking guests if they wanted some assistance in having pictures taken around the attraction.
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Skills and Qualities

We are looking for volunteers who:

- Have a warm, friendly, and approachable manner.
 - Enjoy interacting with people of all ages.
 - Are confident communicating with members of the public.
 - Are enthusiastic about creating memorable visitor experiences.
 - Are reliable, punctual, and responsible.
 - Can work effectively as part of a team.
 - Remain calm and positive in busy environments.
 - Are comfortable working outdoors, particularly during winter weather.
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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 provided.
 - Ongoing support will be available from the Event Coordinator throughout the event.
 - Information about the trail layout and attractions 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 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.

Benefits of Volunteering

- Help create magical Christmas memories for children and families.
- Be part of a festive and friendly volunteer team.
- Meet new people and make valuable community connections.
- Gain experience in customer service, events, and visitor engagement.
- Develop communication and teamwork skills.
- Enjoy the atmosphere of a unique Christmas garden experience.

Additional Information

This role is primarily outdoors and may involve standing and walking for extended periods. Volunteers should wear warm, weather-appropriate clothing and suitable footwear.

Reasonable adjustments can be discussed where required.

All volunteers must follow the organisation's safeguarding, equality, diversity, accessibility, and health and safety policies.

Our Christmas Wish

Thank you for helping visitors experience the wonder of our Christmas garden trail. Your friendly welcome and support will help create a safe, enjoyable, and memorable festive journey for everyone who attends. 🎄 ✨ ☀️

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