

Events Volunteer

Responsible to: Events Manager
Location: Various locations across Birmingham and Sandwell
Hours/Days: As and when there is an event

Making a Difference

Birmingham St Mary's Hospice Event volunteers are volunteers who enjoy meeting people, care about their local community, and who want to have fun at the same time! As a volunteer, you will play a vital part in assisting the events team in making sure that Hospice fundraising events run smoothly on the day, ensuring that participants have a fantastic experience. You will also experience and play a valuable role in generating vital funds for the hospice through helping with raffles, games and bucket collections.

Key Duties

There are a number of different aspects of the event that you can get involved in (depending on the event). You will...

- ✿ play a vital role in supporting your local Hospice
- ✿ assist in the setting up and break down of events
- ✿ assist with and enforce car parking arrangements
- ✿ put up signage, balloons, banners, and other Hospice promotional materials
- ✿ register participants and welcome them to the event
- ✿ carry out bucket collections
- ✿ collect and count money received from participants
- ✿ act as a marshal and escort for event participants
- ✿ assist in serving drinks and refreshments
- ✿ sell raffle tickets, Hospice merchandise etc
- ✿ set up and man a stall (including pricing goods)
- ✿ provide participants with certificates, goody bags and evaluation forms
- ✿ facilitate an activity e.g. operating a game

Will the role suit me? **YES**, if you are...

- ✓ Enthusiastic & cheerful with a positive attitude
- ✓ Reliable & trustworthy
- ✓ Good with people and enjoy interacting with the public
- ✓ A team player
- ✓ Flexible (events tend to be held at evenings and weekends)
- ✓ Respectful of diversity
- ✓ Passionate about helping families in your local community
- ✓ Good communication/customer service skills

What can BSMH offer me as a volunteer?

- ✓ The feel good factor – knowing that you are making a difference and supporting your local community
- ✓ An opportunity to develop new skills and experiences along with adding to your career and/or personal development
- ✓ Training where relevant – i.e. event training on the day
- ✓ Enhanced knowledge of the hospice and the services that the Hospice provides

For more information, please contact:

The Fundraising Department

on 0121 472 1191 or email fundraise@birminghamhospice.org.uk

Volunteer Agreement

Here at Birmingham St Mary's we strive to ensure that Fundraising volunteers have the best possible volunteer experience and that what you do is legal, safe and successful. This agreement is intended to be a guideline highlighting what you can expect from us and also what behaviours and standards we expect of you whilst representing the Hospice.

Our Fundraising team is expected to ...

- ✿ provide you with knowledge of the Hospice and where you fit in
- ✿ provide a role description
- ✿ provide you with support and clear lines of communication
- ✿ provide you with the equipment and materials to successfully carry out your role
- ✿ provide you with information regarding location facilities including parking, travel, toilet facilities, refreshment breaks, what to wear etc
- ✿ keep you informed of cancellation and contingency plans (where applicable)
- ✿ conduct a risk assessment and take steps to ensure risks are minimised as far as possible and provide you with sufficient information to be able to assess your own safety and avoid problems
- ✿ brief you on health and safety matters, emergency procedures / first aid
- ✿ insure you whilst carrying out Hospice business
- ✿ issue you with a permit copy, rules and regulations (where necessary) – these must be adhered to at all times
- ✿ provide you with guidelines for carrying money
- ✿ ask for your permission to take your photograph for publicity purposes
- ✿ only keep your personal information for as long as needed and won't share this information without your permission
- ✿ feedback on your success and update you on the total monies raised once counted
- ✿ provide you with an opportunity to feedback on your experience
- ✿ deal with any complaints fairly and promptly
- ✿ provide you with information on future volunteering opportunities
- ✿ thank you and recognise your contribution

Fundraising volunteers are expected to ...

- ✿ turn up at the right place at the right time or inform Hospice otherwise
- ✿ adhere to role description recognising limitations and boundaries
- ✿ participate in any briefing or debriefing as required
- ✿ contribute to good teamwork and respect diversity of team members and the general public
- ✿ be courteous and polite when interacting with the public and avoid use of bad language
- ✿ dress appropriately and consider the right clothes for weather conditions (where applicable)
- ✿ avoid use of drugs, alcohol and comply with no smoking regulations whilst 'on duty'
- ✿ comply with guidelines etc to ensure safety of self and others
- ✿ comply with regulations and keep on the right side of the law
- ✿ consider the Hospice's reputation at all times
- ✿ report any hazards, accidents, incidents or complaints
- ✿ complete agreed hours or inform the Hospice if situation changes
- ✿ be honest and trustworthy returning monies collected as soon as possible
- ✿ return any Hospice equipment and materials as required
- ✿ have their say and feedback on their experience
- ✿ have fun!