

## VOLUNTEER ROLES

|  |
|--|
| <p style="text-align: center;"><b>Department or team:</b> Events &amp; Hospitality<br/><b>Role:</b> Event Stewards</p>   |
| <p><b>About the department</b></p> <p>The role requires working in the Events team and Hospitality team to prepare and host a varied programme of events at the Seale Hayne site. Stewards need to be adaptable and practical; working varied events including concerts, talks, information days, Christmas Fayre and performances such as pantomime, comedy night and theatre.</p>  |
| <p><b>What the role involves and regular duties</b></p> <ul style="list-style-type: none"><li>• Provide warm welcome to guests on arrival</li><li>• Offer directions</li><li>• Answer any guests' queries</li><li>• Sell tickets on the day</li><li>• Check ticket details are valid</li><li>• Work from Attendee/ Guest Sheets</li><li>• Queue Management</li><li>• Ensuring the safety of guests in specified area</li><li>• Security</li><li>• Serving drinks</li><li>• Hosting reception activities</li><li>• Setting of tables and buffet tables</li><li>• Setting out flowers, information &amp; decorations</li></ul> |
| <p><b>Required ability, skills for the role</b></p> <ul style="list-style-type: none"><li>• Excellent customer service skills</li><li>• Physically fit</li><li>• Methodical working</li><li>• Work as part of a team</li><li>• Work to deadlines set</li><li>• Ability to re-prioritise workload</li><li>• Know of health and safety practices</li></ul>   |
| <p><b>Desirable and useful characteristics and experience to further enhance the role</b></p> <ul style="list-style-type: none"><li>• Someone who enjoys the buzz of an event</li><li>• Friendly personality</li><li>• Physically fit</li><li>• Stamina to last the event</li></ul>  |