



## Marmalade's Christmas Cheer

Bringing joy and companionship to people who would otherwise be alone on Christmas Day

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### Lead Volunteer

#### Role Outline, Responsibilities and Person Specification

##### **A Marmalade Trust Christmas Day**

Our guests wake up with a feeling of joy, knowing that they are going to be picked up by one of our kind and wonderful volunteers and driven to a restaurant to enjoy a meal in the company of others. For many this will be the first time in a long while that they won't be spending Christmas Day alone. They arrive at the venue and are warmly greeted and introduced to their fellow guests and made to feel a part of their own Marmalade Family.

The feast and jollity begins, with friendly volunteers and companions around them to chat to and share the celebrations. The meal concludes with offerings of gifts and their kind and wonderful volunteer drives them safely home. Here they settle down for the remainder of the day with a feeling of warmth and comfort, knowing that they have been thought about and cared for and made new friends.

At Marmalade Trust we're working towards alleviating loneliness and isolation throughout the year. Friendship isn't just for Christmas, but it's not a bad place to start! Thank you for considering volunteering for us.

##### **Role outline**

As a Lead Volunteer you will play a key part in helping to coordinate and run a successful Christmas Day event at one of our venues. This year we anticipate holding Christmas Day events in up to 10 venues in Bristol, South Glos and North Somerset. It's a great hands-on role where your main responsibility is to ensure our Christmas Day guests and our volunteers are appropriately connected and turn up at the right time, the right place, and on the right day! Most importantly you'll be responsible for helping with the smooth running of the day and spreading Christmas cheer! Training will be provided and you'll receive full support from our Project Coordinator throughout the duration of your role.

## Main responsibilities

- You will be provided with a spreadsheet for your assigned venue which will hold confidential information about our guests and volunteer drivers. You will be required to keep this spreadsheet up to date and share updates with the Project Coordinator.
- You will be responsible for informing our Christmas Day guests of the details of their allocated volunteer driver and finding out and logging their meal choices.
- You will be responsible for informing our volunteer drivers of the contact details of their allocated guest/s and checking that they have been in contact with them.
- You will be assigned a venue and be their main point of contact to ensure they know of our guests' requirements, menu choices and any last minute changes/requests.
- It is a requirement that you attend the Christmas Day lunch in order to oversee the running of the event and help create a warm, friendly and supportive environment for our guests.
- You will coordinate the gift giving at the end of the meal (a particularly nice part of the day!).
- You will be the main point of contact for our guests and our driving and general volunteers in case they have any queries or last minute cancellations.
- During the week after Christmas Day we ask that you call all of our guests from your venue to ask them a few questions to help us evaluate their Christmas Day experience.

### **A little note about our guests**

Our guests vary in age and ability but all would otherwise be on their own on Christmas Day. Many are of an older age, and as such may have health problems or limited mobility. It is also very common for our members to be a little nervous, as many have limited social interaction, so they will require a friendly face and supportive and reassuring volunteers around them. We ask all Driving and General Volunteers to call their assigned guest/s a few times before Christmas Day so they can become acquainted with each other. Getting to know our volunteers over the telephone can help ease any anxiety our guests may feel. It's also a nice opportunity to get to know them and share their excitement in being taken out on Christmas Day!

## Time commitment

It is estimated that you will spend between 2-3 hours a week in the planning/coordination stages from mid-November onwards. As we approach Christmas this time commitment will likely increase to 4-5 hours per week. The period of activity can be variable so it's difficult for us to give an accurate indication of the time commitment but it's a role that can fit around other commitments and one that can be carried out in the evenings or weekends. We aim to provide two Lead Volunteers per venue so that duties can be shared.

On Christmas Day itself, most of our lunches take place from approximately 12 noon until 3pm. The staff at the venue are responsible for setting up the tables, serving

food and clearing away. Lead Volunteers should arrive at their venue by 11am to ensure everything is set up correctly and to start greeting guests who may arrive early. Guests will be collected and taken home by our volunteer drivers by about 3pm. Each volunteer is responsible for reporting to you that their guest has been returned safely home, you will then be free and released from your duties, allowing you the rest of Christmas Day to relax and realise the huge value your input has had in giving companionship to those who would otherwise be alone.

Informal training for the role will be run in November to ensure you have full understanding of the tasks and responsibilities.

## Person specification

For this role you do not need to have previous event hosting and coordination experience. We welcome volunteers who show willingness, commitment and a good aptitude to get stuck in and carry out the role! We are particularly looking for applicants who meet the following criteria:

- have good organisation skills
- are a good communicator – to effectively liaise with our guests, volunteers and venue
- have an understanding of loneliness and the affect this can have on someone i.e. loss of confidence in new social situations
- have a friendly and approachable manner
- are resourceful and have good attention to detail (recording data accurately)
- are computer literate – you will be required to regularly share an updated version of your guest and volunteer database (a template will be provided).

## Location of role

Most activities will be home based – making calls and updating your spreadsheet. There may be occasions when you'll be required to visit Marmalade Trust's office (or another suitable location) to go through any updates/queries - unless this can be achieved remotely by email/phone. There may be occasions when you will be required to meet other volunteers or guests prior to the event.

The Christmas Day venues are across Bristol, South Glos and North Somerset. Where possible we try to match you with a venue that is local to you.

## Application process

If you are interested in being a Lead Volunteer and feel you meet the role criteria outlined above, please complete and submit the online or downloadable application form on our website by 12<sup>th</sup> October 2018. If you have any queries about the role please contact Charlie by email [Charlie@marmaladetrust.org](mailto:Charlie@marmaladetrust.org) or call 07566 244 788 and she'll be happy to help!

Once your application has been received we will be in touch to arrange an informal interview to ensure your understanding and commitment to the role. You will also be invited to an evening training session alongside our Driving and General Volunteers. There will be a few dates to choose from and the training will take place in Bristol. Dates tbc.