

<b>Role Title</b>	Events Volunteer
<b>Team</b>	Events
<b>Reports to</b>	Event Co-ordinator
<b>Date Issued/Revised</b>	Spring 2023

## **INTRODUCTION**

Birmingham Botanical Gardens is an independent educational charity aiming to offer world class environmental education in a green environment to audiences in all sectors of the community.

To fulfil the Events calendar we desire, we need volunteers like yourself! Almost always in customer facing positions, our volunteers form the life blood of the events through interaction and assistance of our visitors.

## **ROLE PURPOSE**

To assist the Events Co-ordinator to create and put on a diverse events calendar, improving the visitor experience at Birmingham Botanical Gardens.

## **FREQUENCY**

Various, including – school holidays, various weekends, evening events.

## **PRINCIPAL ACCOUNTABILITIES**

1. To abide by Volunteer agreement.
2. BBG Values and Behaviours.
3. Ambassador to the gardens.
4. Follow H&S legislation and guidelines.
5. Vision / Mission / Charitable aims.

## **SPECIFIC ROLES**

1. Stewarding/Marshalling:
  - This role is to assist with visitor flow across the entire site. Ranging from assisting with carparking to stewarding guests to outdoor events. All necessary equipment (such as hi-vis/radios) will be provided by Birmingham Botanical Gardens.
  
2. Crafts:
  - Birmingham Botanical Gardens offers low-cost crafts throughout many family holidays. Volunteers will need to be willing to demonstrate the crafts and assist families and children to complete them.
  - All materials are food safe, with allergens listed prior to the event. Handwashing facilities are available.
  
3. Guest Assistance:
  - Assisting with queue management on event specific days.
  - Additional 'meet and greet' duties (e.g., handing out flowers on Mother's Day).
  - Interactive position with our visitors, providing maps/directions around site, gathering feedback etc.
  
4. Set up/Pack Down:
  - Willing to assist with general clean up (light litter picking after events, clearing up after crafts etc).
  - Checking toilets are fully stocked prior to events (in particular outdoor events).
  - All equipment provided.
  
5. Event Planning Suggestions (NEW)
  - In order to design a diverse and inclusive events programme, we are looking to build an events steering group to gather and create new ideas to bring to the Gardens. All Events Volunteers will be invited to join.
  
6. Volunteer Tour Guides (NEW)
  - A new position for 2023 – we intend to run regular tours around the Gardens focusing on Horticulture and Heritage.

## **SUPERVISION**

Working under the direction and/or supervision of the Events Co-ordinator and/or Duty Manager.

## **WORKING CONDITIONS**

Public areas (including inside and outdoor spaces), working in a range of weather conditions, some late night roles (10pm cut off).

## **PERSON SPECIFICATION**

<b>Area</b>	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	Teamwork, communication skills (adults and children), happy to receive feedback, willing to get involved.  Must be able to follow instructions.	
<b>Other</b>	A friendly, open, and non-judgemental approach, respect for views, values and cultures that are different to your own, reliable.	Knowledge of the Gardens, flexible working.

All Volunteers will be expected to abide by our Volunteer Guidelines and sign up to our Values & Beliefs.

## **BENEFITS**

- Free membership (after minimum hours have been met)
- Discounted tickets to events
- Free tickets to events that you work
- Seasonal Volunteer socials at the Gardens
- Discounts in the BBG shop and cafe