

Events Volunteer

Role Description

● Purpose of the role:

To support the smooth running of our events by working with staff and other volunteers, providing a friendly and helpful service to our supporters and members of the public. To help us maximise the opportunities to raise money and

- awareness for Imperial College Healthcare Charity.

About our events

We hold a number of events to help us raise funds as well as showcase our work. Our flagship events where volunteers can support us, are at our Walk for Wards event in July and our Christmas Wishing Tree Appeal event in December. We also have a presence at a number of external challenge events, mainly during the summer months, where individuals take part to raise money for us.



Key tasks:

Each event will vary, depending on the location and type of event. However generally Events Volunteers will:

- Welcome visitors to the event, assist with registration where required.
- Talk to members of the public enthusiastically about the Charity to raise awareness about our work.
- Encourage visitors at the event to take part in the activities on offer, including fundraising games and raffles.
- Assist by running a fundraising activity stand such as a tombola or a game, including cash handling.
- Marshall walking/running routes for sporting events.
- Help to set up the event by putting up banners, laying out display stands and take down/clear up.
- Offer appropriate Imperial College Healthcare Charity publications/materials.
- Answer general queries and direct any medical or other specific questions to an appropriate member of staff.

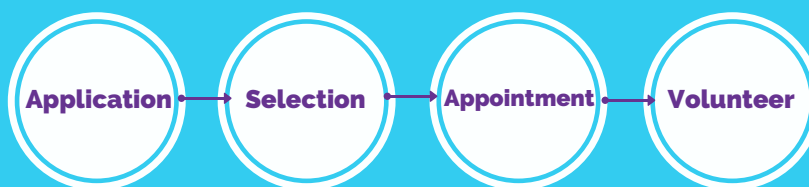
Skills/experience required:

- Confident when dealing with members of the public.
- Good communication and listening skills.
- Good numeracy and experience handling money, giving change etc.
- Ability to work as part of a team.
- Enthusiastic and outgoing.
- Ability to maintain confidentiality.
- A commitment to support the work of the Charity and represent us in a positive way.
- A willingness to attend all briefings and training sessions related to your role.
- Ability to follow instructions.

Time commitment:

The timing of the events will vary. Many events will take place at weekends; however, we will also be looking for volunteers that can help out during the week and in the evenings.

Our Volunteer Appointment Journey





What you can expect from Imperial College Healthcare Charity as a volunteer:

- A dedicated staff member who will manage your tasks, answer your questions and help you while you are at the event.
- An Events Volunteer uniform or event branded clothing to help identify you to our attendees.
- An Events Volunteer briefing and event-specific instructions.
- An opportunity to feed back about the events you take part in and your experience volunteering with us.
- Recognition of the role that you are carrying out in support of Imperial College Healthcare Charity.
- Opportunities to try new things and learn new skills, where appropriate.
- The opportunity to gain events experience for your CV.
- Meals and refreshments provided where appropriate.

What we expect from our volunteers:

- Support Imperial College Healthcare Charity in its work and carry out your volunteer role to the best of your ability.
- Complete the Events Volunteer remote briefing (this will be emailed or posted to you), and complete any other additional training or briefings as required.
- Make new people welcome and work well within the team.
- Recognise the importance of our NHS colleagues, sponsors and donors in supporting our work.
- Wear your Events Volunteer uniform or event branded clothing at our events and ensure you are presentable at all times.
- Support our procedures and standards by:
 - Being aware of your own health and safety and of that of others.
 - Respecting others and treating people equally irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race religion and belief, sex and sexual orientation (Equality Act 2010).
 - Ensure all activities undertaken in the name of the Charity achieve the charitable aims and objectives and do not bring the organisation into disrepute.
- Be accountable and accept constructive comments.
- Maintain confidentiality regarding Charity activity, patients in our hospitals and our team.
- Meet time commitments and standards agreed, and give reasonable notice when unavailable, so other arrangements can be made.
- Be a positive representative of the Charity, ensuring you are polite and friendly to all visitors, volunteers and staff at our events.

● **Imperial College Healthcare Charity** ●
Ground Floor, Clarence Memorial Wing
St Mary's Hospital, Praed Street
London W2 1NY
Telephone: 020 3311 1665
● @: volunteering@imperial.nhs.uk ●

Imperial College Healthcare Charity is an independent charity raising funds for research and projects that help improve patient healthcare at the five London hospitals of Imperial College Healthcare NHS Trust: Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary and Western Eye hospitals.