



PLUMSTEAD MAKE MERRY

Role Description for:

VOLUNTEER EVENT STEWARD

Date of Event: Saturday 8th June 2019

Location: Plumstead Common, SE18

Hours: volunteers are needed from 8am until 8pm. Flexible shift patterns depending on availability.

Payment: unpaid.

Expenses: travel expenses incurred on an Oyster card will be reimbursed to a maximum of £4.

Refreshments: a packed lunch will be provided.

Certification: a certificate confirming participation will be awarded to all volunteers.

Experience: all volunteers will have the opportunity to gain experience in how a community festival is run and managed on the day, by having the opportunity to be involved in many aspects of the Plumstead Make Merry.

Context

The Plumstead Make Merry is the longest running community festival in the Royal Borough of Greenwich. We are a voluntary community initiative that provides an annual festival of music, arts and activities for the local community. The festival provides a celebration of the history of Plumstead and of our diverse community.

Volunteer Event Stewards are ambassadors of the Plumstead Make Merry. You represent the festival to the wider community and respect and courtesy must be maintained at all times.





Key Responsibilities

The steward's role is to ensure the safety and comfort of the public and assist in the running of a successful festival.

You will be provided with a hi-visibility vest to wear and the basic equipment required to carry out your role.

Steward's main responsibilities

- To assist and provide information to visitors to the festival.
- To hand out festival programme
- To assist in promoting and execution of festival activities
- To escort vehicles safely on and off-site before and after the festival
- Operate the Acoustic Cafe sales area
- Patrol the festival site in designated areas to maintain safety and represent the Plumstead Make Merry to visitors, performers and stallholders
- To assist in crowd management, including working to reduce crowd related issues.
- To prevent unauthorised access to restricted areas by attendees.
- To constantly monitor the flow of the crowd throughout the festival site and in your designated area and report back any congestion, bottlenecks or excessive queuing
- If necessary to provide assistance and support to the emergency services in the event of a major incident.
- To undertake specific duties in the event of a major incident as instructed by senior site safety personnel in the event of evacuation of part or whole of the festival site
- Be active in ensuring the health and wellbeing of all attendees.
- To report any anti-social behaviour, illegal activity or perceived dangers
- Report any potential health and safety hazards or issues
- To ensure accessibility to all visitors and offer help when necessary.

Skills and Experience

- Experience in stewarding is preferable but not essential
- Demonstrate knowledge of attending or working at similar events/festivals
- Experience and/or understanding of working with the public
- Ability to work as a team in a public facing environment
- Flexible can do attitude with an approachable and enthusiastic manner
- Punctuality





Cancellation Policy

We appreciate that sometimes events will occur which mean it is not possible for you to volunteer at the festival as agreed. In these instances we would ask that you get in touch with us as soon as possible to let us know, so that we can adapt our plans accordingly.

Children

If you are bringing children please make sure that you have someone who can look after your child while you are working. This cannot be someone else on the steward team as changeover cannot accommodate this.

If you have any further queries regarding the steward role please email the Steward Co-ordinator, at volunteers@plumsteadmakemerry.co.uk

You can check out the festival on our WebPages:

<http://www.plumsteadmakemerry.co.uk>

<http://www.facebook.com/PlumsteadMakeMerry>

<http://www.twitter.com/PlumMakeMerry>

Personal information needs to be collected so that we can contact you and process your application and to comply with obligations outlined under our terms and conditions. For information on how we use your personal data, please see our privacy policy. By applying to volunteer for the Plumstead Make Merry you agree to the following:

- I confirm that I have read, understood and accept the terms and conditions of my application and understand how my data will be collected and processed.
- I would like to see updates and promotional information from Plumstead Make Merry
- I am happy for Plumstead Make Merry to include details about my service outlined in my application in their promotion of the event.

