



# Event Volunteer

As an Events Volunteer at Citizens Advice Hart, you will play a crucial role in supporting our charity's outreach efforts through various events and activities. Your dedication and enthusiasm will contribute to raising awareness about our services, engaging with the community, and fostering positive relationships with stakeholders.

## Key Responsibilities:

### 1. Event Planning and Coordination:

- Assist in the planning and organisation of events, including but not limited to community fairs and fundraising events and games (eg tombola, raffle etc).
- Collaborate with the Events Coordinator and other team members to ensure events run smoothly and efficiently.
- Help in setting up event venues, arranging materials, and coordinating logistics.

### 2. Public Engagement:

- Interact with event attendees, providing information about Citizens Advice Hart's services, mission, and objectives.
- Answer queries about volunteering and signpost individuals seeking guidance or support during events.
- Represent Citizens Advice Hart in a professional and approachable manner, embodying our values of empathy and impartiality.

### 3. Promotion and Outreach:

- Assist in promoting upcoming events through various channels, including social media, local newspapers, and community notice boards.

- Distribute promotional materials such as flyers, brochures, and posters in relevant locations to maximise event attendance.
- Engage with local businesses, schools, and community groups to develop partnerships and expand our outreach efforts.

#### 4. Data Collection and Reporting:

- Aid in collecting feedback and data from event participants to evaluate the effectiveness of our outreach strategies.
- Maintain accurate records of event attendance, feedback, and other relevant information for reporting purposes.
- Provide input and suggestions for improving future events based on gathered insights and observations.

#### **Skills**

- Excellent communication and interpersonal skills.
- Ability to work effectively both independently and as part of a team.
- Strong organisational and time management abilities.
- Enthusiasm for engaging with diverse communities and promoting social welfare.
- Flexibility to adapt to changing priorities and tasks in a dynamic environment.
- Previous experience in event planning, customer service, or volunteer work is desirable but not mandatory.

### **Why volunteer for us?**

Citizens Advice is there to help people whenever they need it, to campaign on issues that need changing and to champion equality. By joining us you will play a vital part in delivering a much-valued service across the Hart District. Your skills can help make a difference to those in need.



### **What's in it for you?**

- Build on and develop skills
- Increase your employability
- Have a positive impact on someone else's experience of volunteering with the local Citizens Advice
- Meet people and build relationships with other volunteers
- Contribute to the smooth running of the advice service which makes a real difference to peoples' lives

And we will reimburse expenses too.



## **What do you need to have?**

Our volunteers come from a range of backgrounds as we welcome applications from all members of our community that have the attributes for the role.

You'll need to;

- Be friendly, patient and approachable
- Respect views, values and cultures that are different to your own
- Have good verbal and written communication skills
- Have good IT skills, including MS Office
- Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- Be willing to undertake a full induction and training in your role



## **How much time do you need to give?**

Time commitment is flexible, depending on event schedules and volunteer availability. Typically, volunteers may be required to commit to a few hours per week or month, with additional time required during specific events or campaigns.

We can be flexible so please come and talk to us.

## **Where will you be based?**

From our office in Fleet and you can work remotely.



## **Valuing inclusion**

Our volunteers come from a range of backgrounds, and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people, and people from Black, Asian and Minority Ethnic communities.

If you are interested in applying for the role and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



## **Contact Details**

[Volunteering@citizensadvicehart.org.uk](mailto:Volunteering@citizensadvicehart.org.uk)

[Citizensadvicehart.org.uk/get-involved/volunteering](https://Citizensadvicehart.org.uk/get-involved/volunteering)