

## **VOLUNTEER ROLE DESCRIPTION**

**VOLUNTEER TITLE: Community Events Volunteer – Tales on the Tyne Art Trail**

**VOLUNTEER LINK: Danielle Harvey – Community Fundraising & Events**

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### **Aims:**

As Events Volunteer, you'll be at the heart of Peter Rabbit Tales on the Tyne Art Trail. You'll help to create a warm, welcoming experience for families, visitors and trail-goers, while supporting St Oswald's Community Fundraising Team to raise funds awareness for St Oswald's Hospice. This is a chance to be part of a joyful, city-wide celebration that brings people together and showcase the best of Newcastle & North Tyneside.

### **When / Where:**

This is a community-based role supporting events and activities across **Newcastle and North Tyneside** throughout the duration of the trail. You'll play an important part in connecting with local businesses, community groups and trail visitors - helping to deliver engaging fundraising and awareness-raising activities that celebrate the art trail and highlight how St Oswald's Hospice supports patients and families in our region.

### **Main Tasks:**

Attending ad hoc events and activities taking place whilst the trail is live – Mid July – Mid September 2026, such as;

- Supporting our presence at community events by helping to set up, run and pack down community merchandise stalls, engaging with visitors and promoting the art trail in a friendly and informative way.
- Supporting our fundraising efforts by assisting with bucket collections and encouraging visitors to make donations via our QR codes, always doing so in a polite, appropriate manner and in line with all relevant fundraising rules and regulations

As one of our Trail Makers, you'll help create a wonderful experience for every visitor by:

- Greeting visitors with a friendly smile and helping them get the most out of their trail experience
- Selling Community Merchandise and activity books, suggesting donations for trail maps and offering helpful information and directions
- Keeping the stall / activity tidy, well stocked and inviting
- Helping visitors download and navigate the trail App
- Representing St Oswald's Hospice with positivity and pride in every interaction
- Passing on any sculpture damage reports or visitor feedback promptly to your Volunteer Link Person
- Liaising closely with fellow volunteers and staff to ensure smooth communication and teamwork

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### **Skills and Experience:**

To help bring the magic of the trail to life, your role will involve a variety of engaging tasks, that require:

- A warm, courteous approach and genuine enjoyment of helping people
- Confident communications skills and the ability to engage with a wide range of visitors
- A team player who enjoys collaborating with others
- Someone who can champion the ethos and work of St Oswald's Hospice
- Awareness of basic health, safety and security considerations

### **Additional Info:**

This is a meaningful role in a project that celebrates community engagement, by joining our Community Fundraising Team, you'll enjoy:

- A chance to directly support the fundraising success of the Art Trail
- A warm collaboration with like-minded individuals
- Have the opportunity to volunteer with others in a friendly supportive environment.

### **Personal Qualities:**

To help create a wonderful Tales on the Tyne experience, you'll bring qualities such as:

- Enjoys meeting new people and engaging warmly with a wide range of visitors.
- Confident and comfortable in customer-facing situations, with a friendly and approachable manner.
- Strong communication skills and the ability to listen, support and guide others.
- A team-focused attitude, contributing positively to a welcoming volunteer community.
- Enthusiasm for being part of a high-profile cultural event and representing St Oswald's Hospice with pride.
- Motivated by helping others and supporting a cause that benefits patients and families in the local community  
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- Identifies with St Oswald's Hospice Values and People Charter  
<https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>

### **Benefits:**

A unique opportunity to play a key role in a high-profile cultural event that celebrates Newcastle & North Tyneside, and supports a much-loved local charity

- Volunteering at St Oswald's Hospice gives you the opportunity to make a difference to people at a difficult time in their lives and to support your local community.
- A chance to develop new skills, experiences and knowledge.

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- The satisfaction of helping to raise awareness and essential funds for St Oswald's Hospice
- A boost in confidence and valuable customer-facing experience.
- Reimbursement of your travel expenses.
- The support of a Volunteer Link who is an experienced member of the team.

### **Essential Processes/ Training (Internal Info):**

- Recruitment Pathway *[Off-site]*
- Minimum age *[18+]*
- Health & Safety Training Online - *Manual Handling & Cash Handling*
- Home Working Risk Assessment *[if applicable]*
- T-shirt