

Volunteer Role Profile

Volunteer Role	Middlesbrough Mela Customer Experience Volunteer
Volunteer Manager	Volunteer Coordinator
Where you will be based	Event

Why we want you

We're on the hunt for reliable, friendly volunteers with good communication skills. You'll be helping people find out more information about the Mela festival, you will advise attendees on programme offer, site details, and assisting with any other queries that attendees may have. You will also encourage feedback from festival attendees.

What is customer experience/information? Our Customer experience team play such an important role in ensuring festival attendees have a great experience at our event. You will play an important face to face role.

Hours Required Saturday 9th - Sunday 10th September, 11am - 7pm
info@middlesbroughmela.co.uk 07776 210066

What you will be doing

- Advising attendees on programme information.
- Directing attendees to the right location.
- Encouraging feedback and evaluation.
- Identifying any issues you may see on site.
- Manning the visitor information point.
- Being an event ambassador.

The skills you need

- Enthusiasm and a smile.
- A can-do attitude.
- Responsibility and reliability.
- Good communication skills.

What's in it for you

- You'll be at the heart of the festival.
- You'll have fun.
- Meet new people and be part of a team.
- Gain confidence.
- Learn about new career opportunities
- Connect with and support your community
- Enhance your CV

- Develop customer service skills.
- Learn about event management.
- Participate in RSA's Badge Nation Awards.