|  |  |
| --- | --- |
| Required skills and experience needed to be a  Volunteer Events Planner at REST Norwich | |
| Areas | What you will need to be able to do |
| Knowledge & Experience | * Some previous experience with either organising or operating in events would be very helpful * Ability to use MS office (word, excel & outlook) * Customer service experience would be helpful * An awareness and understanding of mental health and wellbeing would be an advantage |
| Skills | * Very well organised. * Ability to confidently manage a list of tasks * Ability to create connections with people * Ability to listen and encourage engagement * An ability to maintain confidentiality * Ability to contribute positively to development of the role |
| Personal Attributes | * Reliable and punctual * Well organised * Flexible and adaptable * To be open to on-going learning * Confident and outgoing * Sociable and non-judgemental |
| Additional Requirements | * Ability to travel * Ability to use email, phone, and MS Office (word, excel) * Willingness to have a DBS check * Ability to make a regular commitment on a weekly basis * Linking members of the public who may be feeling overwhelmed or distressed to staff members who can provide 1:1 support |
| Training & Support Offered | |
|  | * Moving and Lifting * Safety at Work * Safeguarding * Professional Boundaries * Equality and Diversity * Prevent * MHFA * Named contact * Regular catch ups |
| Role Requirements | |
|  | * You will part of a team investigating opportunities for partnership in the community * Support the Team Leader to create meaningful community facing events and opportunities for people using REST * Support the Team Leader with administration functions. This will be things like room bookings, sending invitations, managing guest lists, arranging and liaising with speakers and organising the catering * To assist in the setting up and running of events: eg getting the room ready, meeting and greeting attendees, making speakers feel welcome and supported. * Follow clear protocols for linking members of the public in crisis with staff that provide 1:1 intervention. |