

VOLUNTEER PROFILE

POSITION	Events Volunteer		
TEAMS	Community Investment	LOCATION	Coastline Communities
VERSION	1	LAST UPDATED	May 2026

PURPOSE OF ROLE	To assist with the planning, delivery and evaluation of customer events across Coastline Communities, including Miners Court & the Homeless Service.
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DESIRABLE SKILLS

- 1) Good organisational skills
- 2) Effective communication skills
- 3) Personable, approachable, non-judgement and friendly approach
- 4) Can use own initiative
- 5) Basic IT Skills

KEY TASKS

1. Assist the teams with the planning of projects/ events in Coastline communities, including Miners Court Extra Care scheme & Coastline's Homeless Service.
2. With support from the teams, promote events to Coastline customers and the wider community.
3. Attend events/projects with colleagues, assisting with the set up and delivery.
4. Actively engage with customers at events/ projects.
5. Help the teams record event attendance and collate the feedback that is collected.
6. Assist the teams with administration associated with events/ projects.
7. Be empathetic and recognise the varied support needs of customers.

GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Demonstrate behaviours in accordance with Coastline's values: Put our customers first, Be open, honest and accountable, Value each other, Strive to be the best.
3. Establish, develop and maintain effective working relationships with all colleagues, volunteers, customers and actively promote the buddy system.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.
6. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
7. Attend and participate in meetings as required, including supervision and training.
8. Undertake specific tasks and projects as requested.
9. Manage personal 'workload'.
10. Carry out relevant tasks appropriate to this role.
11. Comply with the relevant Company and Group policies and procedures which relate to volunteers.
12. Undertake mandatory volunteer training and any additional training which is deemed necessary for your volunteer role.

REPORTING

Reports to: Volunteer Manager & Volunteer Co-ordinator

CONTACTS

- Community Investment Manager & Team
- Housing Services Managers & Teams
- Volunteer Manager and Volunteer Co-ordinator
- Volunteers
- Customers