

Role Description: Bristol Green Doors Event Steward 2015

Help provide an inspiring and informative visitor experience to enable more people to make their homes fit for the future by supporting one of our householders at their home during the Open Homes Event 26th-27th September 2015.

The success of Bristol Green Doors open homes event is very much down to our Event Stewards. Their primary responsibility is to enable the householder to tell their story as well as possible throughout the day. As the homes are open between 12.00 noon and 6.00 pm this means the day can be quite full on but also quite exhilarating.

This is a really valuable role and volunteers at all previous events have had overwhelmingly positive experiences. The role involves welcoming visitors, serving refreshments, facilitating visitor feedback, directing people around the home and answering simple questions.

You can volunteer for either Saturday or Sunday or both. Homes will be open from 12noon-6.00 pm on both days.

Role description:

1. Your role as Event Steward will be to support a householder on the weekend of the open home events (September 26 -27th 2015). We will agree with you which householder you will be supporting and on which day/s. This will involve:
2. Welcoming and admitting visitors and managing their sign in
3. Handing out case studies and maps
4. Organising refreshments for householder and visitors
5. Collecting donations
6. Pointing out key features of the home and any risks as identified in the risk assessment
7. Advising on parking if necessary
8. Collecting evaluation forms
9. Engaging with the public
10. Keeping an eye on things while the householder is elsewhere in the property
11. Providing reassurance/company if any unwelcome characters turn up
12. Gathering verbal and informal feedback on the event

Providing a link with Bristol Green Doors staff

What you can expect to gain from your role:

- The experience of taking part in one of Bristol 2015's major events
- A warm fluffy feeling from knowing you have helped make it possible!
- The chance to learn about domestic energy saving measures and technologies, to reduce energy bills, make your home more comfortable and benefit the environment.
- Experience of meeting and engaging in a positive way with members of the public
- The knowledge that you helped provide a pleasant and informative visitor experience



- A Certificate of participation
- A Bristol Green Doors 2015 T-shirt
- Payment of expenses

Skills, experience and personal qualities required:

- An interest and/or enthusiasm in energy saving in homes. We do not expect you to have any prior knowledge or expertise in energy saving measures.
- The ability to communicate with the public in a confident and friendly manner
- Being reliable, punctual and trustworthy
- To be available to volunteer on either one or both days of the open homes weekend Saturday September 26th and/ or Sunday 27th September 29th between 12 and 6pm
- Attendance at the training event from 6pm-9pm on Thursday 17th September 2015 at Hamilton House, Stokes Croft, Bristol – where you will be inducted and meet the householder to learn a little about their home and the energy saving features
- To be familiar with the householder's risk assessment and its implications for yourself and visitors to the home
- Be reliable and on the day of the event arriving at the home one hour before opening to support the householder
- Communicate with visitors in a polite and friendly manner
- Support the householder, to the best of your abilities, as described above
- Represent the objectives of Bristol Green Doors in a professional and responsible manner

For further information: info@bristolgreendoors.org

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