

Focus.

Role Description

Team

Venue Host Team

Role Context

Focus is a chance for our church Network to spend quality time together; to pitch in as a family, sharing food, receiving and praying for one another, and supporting each other as we grow. Each member of this team plays a vital role in making Focus an extraordinary experience for our guests.

Role Purpose

Working with the Events Staff, the role of this team is to provide support throughout the week in any area required to keep the event running smoothly.

Key Responsibilities

Below are some Venue Host Team volunteer tasks:

- Directing guests to their campsites on arrival and departure day
- Assisting the Registration team in checking-in guests on arrival
- Stewarding the traffic flow around site and in the car park on arrival day
- Directing guests to move their cars to the carparks once they have unpacked their belongings
- Stewarding both seminar and non-seminar activities e.g. creative sessions, Out of Focus, Focus Active.
- Welcoming guests into your assigned venue, working with the Events Staff to be aware of fire exits, first aid procedures and being on hand to answer any questions
- We would like to keep a clean site so if you see any rubbish on the ground, please pick it up and dispose of it appropriately

Please note that this list is not exhaustive.

Essential Skills

Flexible – With a diverse programme of activities and seminars at Focus to support, the Venue Hosts are happy to be flexible as they will do a variety of different tasks day to day. The detail of support that is required at events may change once volunteers arrive for their shift. Therefore, we ask for a flexible mindset and a willingness to lend a hand where it is most needed at that time.

Contactable – We contact the Venue Host Team about shift changes and on-call tasks via phone. Volunteers will need a phone that is fully charged which they are prepared to use and be contacted on whilst onsite. Charging facilities will be provided in the Teams Lounge.

Punctual – Most items on the programme require pre-event and post-event prep, including briefings and clear-up. The Venue Hosts must arrive promptly to their shifts to ensure they have all the information required to fully complete the task at hand.

Friendly and Welcoming – The Venue Hosts will be in constant contact with people at Focus, whether that be guests, site crew, or staff. To do this role, volunteers should be consistently friendly to those they are in contact with, bringing great energy to the role. Your attitude will have a positive impact on the experience of everyone onsite.

Resilient – In this role volunteers may come across difficult and frustrated people. Whilst we do not condone this behaviour, volunteers should not feel pressured to deal with these people themselves, but we ask that good customer service is maintained whilst on shift, linking in with our Event Staff, safeguarding and pastoral teams where necessary.

Responsible – Volunteers in the Venue Host Team should take responsibility for the task they are given, listening carefully to instructions and using their initiative where necessary to complete the task at hand.

Working Environment

- **Outdoors** – Volunteers will spend a lot of time outside in the elements. We recommend they bring sunscreen, a sun hat, raincoat, umbrella etc.
- **Standing** – Most of the tasks will require volunteers to stand for long periods of time.
- **Walking** – Volunteers will regularly have to walk distances across the Focus site as part of this role.
- **Long days** – The Venue Host Team will work 7 hours per day. These hours may be split up throughout the day with early starts and late finishes.

Benefits

- Free event ticket
- Access to the Team lounge
- Daily prayer meeting in the Team lounge
- Meeting new people and networking
- 10% discount applied in all Focus cafés