

## Role Description

# Audience Shift Leader

## Events

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**Responsible to:** Audience Team Manager

### **Purpose of the Audience Team**

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The purpose of the audience team is to engage with festival goers, to maintain relationships with current supporters and recruit new supporters.

Volunteers in our Audience teams must be comfortable talking to a variety of people at the event, to share with them our vision and ask for support with confidence. You'll also need to be prepared to be on your feet and willing to work flexible shifts, often in the evenings. We promise to make sure you have regular breaks and don't work more than two and a half hours at a time. As a shift leader, you will also be responsible for leading your team making sure everyone understands what is expected of them, taking regular breaks and feeling supported.



All photo credits: Chris Hoskins/Tearfund

## Key tasks and responsibilities

### Managing Your Team

- Encourage and inspire your team as they recruit sign ups.
- Ensure your volunteers follow instructions and requests given by Tearfund staff managing the event.
- Look out for the spiritual welfare of your team.
- Help answer questions from your team and resolve problems that may arise.

### Liaising between the Tearfund Core team organising our activities and Volunteers

- You will be the link between Tearfund and your team. This means you will be required to:
  - Pass on information and instructions to your team.
  - Feedback to Audience Team Manager as to how things are going, report any pastoral issues and share any exciting stories from your shifts that might encourage the group.

### Drive Audience Team Targets

- Ensure volunteers are clear about daily targets and the reasons behind them.
- Find innovative ways to encourage healthy competition.





## Person specification

We are looking for people who are passionate about telling the world about God's heart for justice and Tearfund's work in following Him. This role involves a high level of interaction with volunteers and the public. You will therefore need to be:

- Someone with excellent interpersonal skills – relational and sensitive in dealing with volunteers.
- A natural motivator and able to keep a positive attitude.
- Enthusiastic, confident and outgoing people who want to communicate Tearfund to festival goers.
- Someone with a good knowledge of Tearfund.
- Able to use your initiative.
- Well organised and flexible.
- Calm, confident and assertive manner.
- Committed to achieving the objectives and willing to get stuck in with the teams.



## Benefits of the role

This is a great opportunity for you to work as part of Tearfund's Events team, to learn about our work and get to know our organisation. In this role you will:

- Gain experience of leading a team.
- Gain work-based skills and experience in a supporter facing/customer facing role.
- Meet passionate Tearfund supporters and learn from them.
- Gain free entry to the event, including free accommodation (in a tent) and free meals.
- Receive training in communicating an inspiring message.
- Meet and work with new people.
- Increase your knowledge of Tearfund and its work.



## Expectations

By volunteering with us you are committing to:

- Work as a Tearfund volunteer for a maximum of six hours per day at the event.
- Adhere to Tearfund's Code of Conduct, Safeguarding policy and Volunteer Charter.

Tearfund commits to:

- Handle your data with care and respect - especially any sensitive information.
- Always put your wellbeing at the centre, with a number of facilities available throughout your time on site.

**If you have any questions about this role, please get in touch with a member of the Events Team: [volunteer@tearfund.org](mailto:volunteer@tearfund.org)**

