

Role Description

Audience Team Member

Responsible to: Audience Shift Leader

Purpose of the Audience Team

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 team 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 shifts, including evenings. We promise to make sure you have regular breaks and don't work more than two and a half hours at a time.



All photo credits: Chris Hoskins/Tearfund

Key tasks and responsibilities

Working on the Audience Team

- Proactively engage new and current supporters, by sharing the latest campaign.
- To encourage and update current supporters about how Tearfund is working across the world.
- Build a rapport so you can ask them to consider supporting Tearfund
- Be an excellent ambassador for Tearfund at all times.

Contributing to the team

- Attend training either in-person or online. As well as a follow up session on site.
- Look out for your own spiritual and wellbeing needs and those of your team around you.
- Attend team prayer time each day. This is a great opportunity to meet together as a team, to support and encourage one another.



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.

- Enthusiastic, confident and outgoing person who wants to communicate Tearfund to the festival-goers.
- Good knowledge of, and enthusiastic about, Tearfund.
- Excellent interpersonal skills – relational and sensitive in dealing with members of the public.
- Ability to use initiative.
- Must have a positive attitude.
- Willing to learn and adapt throughout the event.
- Committed to achieving the objectives.





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 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

If you have any questions about this role, please get in touch with a member of the Events

Team: volunteer@tearfund.org



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