

3Generate will take place from Friday 22nd to Sunday 24th November at Pontins Southport Holiday Park, Shore Road, Ainsdale-on-Sea, Southport PR8 2PZ.

We need volunteers who will facilitate, enable and encourage children and young people to participate, think, reflect, develop, lead and find their own voice.



All volunteer role offers are subject to references and the confirmation of a valid DBS certificate. Applicants are sent an acknowledgement email after the online application form is completed, followed by another email after their application has finished being processed – this will confirm whether successful and, if so, welcome them to the team.

Volunteer role	Chalet Hosts
Role suitable for	<ul style="list-style-type: none"> • Volunteers with good customer service, communication and query resolution skills. • Those who enjoy working with and interacting with people. • Must be available to start from 1pm on Friday afternoon.
Role description	<ul style="list-style-type: none"> • Provide a welcome and act as a host for a designated number of chalets. • Offer customer service in relation to accommodation allocations and communicate any issues relating to chalets during the event. • Be a point of contact and assistance for the leaders of the groups in your designated chalets. • To be a presence around the chalets at different times during the event.
Tasks	<ul style="list-style-type: none"> • To help prepare for groups arriving by checking chalets, switching on lights and heating in the chalets in your designated accommodation blocks. • Issue snack/welcome packs to group leaders. • Provide outstanding customer service and assist with query resolution. • Support an effective registration process at the event by escorting groups to your designated chalets and working closely with management, registration/help desk and stewarding teams. • To be part of the overall Care Team to help enhance the 3Generate experience for all. • To abide by the code of conduct for the event, which will be provided for all volunteers and staff. • To adhere to the policies and procedures of The Methodist Church for the safeguarding and protection of children, young people and vulnerable adults, and to report any concerns or incidents using the 3Generate Policy procedure outlined in the briefing documents.

Responsible for	None
Responsible to	Chalet Hosts Team Leader
Time required	<ul style="list-style-type: none"> • There will be Team building day on Sat 28th September (from 11am until 3pm) at Cliff College, Derbyshire for all volunteers to attend. For those traveling from afar, there will be a very limited number of rooms available at Cliff College on the Friday evening. • 3Generate weekend – 1pm on Fri 22nd November until 4pm Sun 24th November.
Experience, skills, qualifications required	<ul style="list-style-type: none"> • Customer service. • Being a people person. • Attention to detail. • Ability to prioritise. • Foundation Safeguarding Training
References and DBS	<ul style="list-style-type: none"> • Two references – one should be a minister. • A DBS check is required for this role. It may be possible to use an existing one if certain conditions are met.
Provision	<ul style="list-style-type: none"> • Briefing and training. • Accommodation (if required) in shared chalets. • Meals for the weekend. • Valid expenses claims (with receipts, etc...) will be reimbursed for travel within the UK for both the briefing and for the event.
Experience and skills gained	<ul style="list-style-type: none"> • Experience of working as part of a team to deliver a large scale, national event. • Logistics and customer service experience. • Supporting Group leaders.