

Ageing Well Festival Volunteer Role Description

Title of Role:	Ageing Well Festival Volunteer Role
Hours per Week:	2-4 hours a week, to be carried out flexibly
Accountable to:	Ageing Well Festival Team
Supervised by:	Ageing Well Festival Team

Ageing Well Festival

In 2013 Impact Initiatives celebrated the contributions older people make to our city, coinciding with the United Nations International Day of Older Persons. Each year since, the festival has grown and developed. The Ageing Well Festival is now an annual two week programme of events to celebrate older people in Brighton and Hove. Each year we offer an eclectic range of events so that there is something to suit everyone's interests. People have opportunities to meet like-minded others, make new connections, and most importantly, have fun. An ever increasing number of organisations, businesses and individuals take part each year. This year, with COVID-19 restrictions now minimal, we plan to hold our biggest Ageing Well Festival yet. The festival is part of the broader Ageing Well service.

The Role

In this rewarding role, you will be pivotal to the success of delivering the festival. You will have opportunities to gain skills in event management within the charity sector, including; liaising with event organisers, planning logistics for the lead up to and during the festival, taking bookings and responding to queries from people about events, and joining in on some of the fun.

Main Tasks

- 1.** Answer incoming phone calls and emails from festival attendees and event organisers regarding general Ageing Well Festival enquiries, on a rota basis.
- 2.** Assist festival attendees with booking events on the telephone as well as email and post booking requests.
- 3.** To complete general training with the Ageing Well Festival team on use of the festival booking platform and general festival booking processes.
- 4.** To send attendee lists to event organisers and communicate any changes to events to festival attendees as required.

5. Keep up to date information regarding festival events available for older people to ensure full and accurate information can be given to enquirers.
6. Assist with the distribution of Ageing Well Festival programmes in Brighton and Hove citywide. Working with the Ageing Well Festival team to organise minibus distribution days.
7. To accompany the Ageing Well Festival minibus driver to deliver festival programmes to agreed distribution centres in Brighton and Hove.
8. Help with the distribution of Ageing Well Festival banners, flags and tie-on signs to local event venues and frequently visited locations in Brighton and Hove as advised by the Ageing Well Festival team.
9. To follow the volunteer guidelines and report to the Ageing Well Festival team.
10. To maintain service user confidentiality, as detailed in the guidelines.
11. To work within the Project and Organisational policies and procedures.
12. To undertake any other duties, as appropriate to the character of this work and as requested by Ageing Well Festival Team, as reasonably required.

Ageing Well Festival Volunteer will be

- Able to provide information over the telephone in a clear and concise manner
- Able to offer person centred support, which is tailored to a service user's individual needs.
- Able to work with the guidance of the Ageing Well team.
- Willing to provide a flexible approach
- Committed to working in line with equality, diversity, and equal opportunities policies.



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Further Information

Impact Initiatives provide services across Sussex which support health and wellbeing. We help people in Sussex to lead healthy and fulfilling lives. We strive to make tomorrow a better day.

The Ageing Well Service is commissioned by Brighton and Hove City Council and Brighton and Hove Clinical Commissioning Group. Impact Initiatives leads a partnership of ten local organisations. We offer a programme of services, activities and events across the city for anybody who is aged 50+. Our Single Point of Contact service makes sure services and activities are easy to access, with our friendly advisors providing information about what is available and connecting people to relevant activities.

Ageing Well aims to reduce loneliness and social isolation and provide opportunities for older people in Brighton and Hove to maintain and improve their health and wellbeing. We want Brighton and Hove to be the go-to-place for excellence in preventative services for older people.

If you would like to discuss this role further, please call 01273 322947. To apply for the role please fill in Impact Initiatives volunteer form explaining why you're interested in this role. This can be accessed via Impact Initiatives website in the volunteer section. [Volunteer - Impact Initiatives \(impact-initiatives.org.uk\)](https://www.impact-initiatives.org.uk)