Role Description

1.	ROLE TITLE: Volunteer Car Boot Assistant REPORTS TO: Events Coordinator / Car Boot Lead DEPARTMENT: Fundraising & Events PLACE OF WORK: Car Boot Site (Dove House Hospice) VERSION DATE: April 2026 REVIEW DATE: April 2029
2.	VISION: Dove House Hospice supports patients with life limiting illnesses to live every moment. It is our vision to provide a sustainable, comfortable and caring environment in which to offer exceptional, specialist palliative care to patients, carers and their families. All roles throughout our organisation contribute to making this vision a reality for those living in Hull and the East Riding of Yorkshire who rely on us to provide the care that is right for them, in the place of their choice.
3.	ROLE PURPOSE: The Volunteer Car Boot Assistant helps ensure the smooth, safe, and welcoming running of Dove House Hospice car boot events. The role supports both sellers and visitors by assisting with site setup, customer flow, general enquiries, and maintaining a safe and organised environment. Volunteers in this role contribute to an enjoyable community event that helps raise vital funds for the Hospice. Skills & Qualities Needed: • Friendly, welcoming, and approachable manner. • Good communication and interpersonal skills. • Ability to follow instructions and work well within a team. • Comfortable working outdoors and on your feet. • Reliability and willingness to support a busy event environment. • Awareness of safety considerations and ability to remain calm under pressure.
4.	MAIN RESPONSIBILITIES: 1. Site Setup & Pack-down • Assist with setting up the car boot site, including signage, tables, cones, barriers, and designated pitch areas. • Support the safe and efficient pack down of the event, ensuring equipment is stored correctly and the site is left tidy. 2. Welcoming & Supporting Sellers and Visitors • Greet attendees on arrival and provide clear information about layout, facilities, and timings. • Direct sellers to their designated pitch areas and answer general questions. • Offer a friendly presence to ensure everyone feels welcome and supported. 3. Vehicle & Crowd Management • Help manage vehicle flow on arrival and departure to maintain a safe and organised environment.

	• Assist with crowd management during busy periods, guiding visitors and helping prevent congestion. • Report any concerns to the event lead to maintain safety throughout the event. **4. Fees & Record-Keeping** • Support with collecting entry or pitch fees where required. • Assist with simple record keeping processes as instructed by the event team. **5. Site Monitoring & Safety** • Monitor the event area to help ensure health and safety guidelines are followed. • Report hazards, incidents, or concerns promptly to the Events Coordinator or Car Boot Lead. • Help maintain a clean and tidy environment throughout the event. **6. General Support** • Work as part of the wider events team to help the car boot event run smoothly. • Support colleagues with tasks as needed and uphold the values of Dove House Hospice at all times.	
5.	PERSONAL DEVELOPMENT: • Work positively and professionally as part of the team. • Seek support or guidance when needed. • Communicate effectively with staff, volunteers, sellers, and visitors. • Be approachable, patient, and respectful in all interactions. • Maintain confidentiality where appropriate.	
5.	GENERAL: • Act as an ambassador for Dove House Hospice, promoting our values and encouraging community support. • Support the organisation's "one team" approach by collaborating with colleagues across departments. • Ensure confidential handling of any sensitive information relating to staff, volunteers, or members of the public. • Comply with all relevant Dove House Hospice policies and procedures, revisiting them regularly to remain up to date.	
6.	HEALTH & SAFETY: All employees have a duty of care towards themselves and others in relation to the Health and Safety at Work Act 1974. As such your duties will include: • Familiarising yourself with event specific safety procedures. • Following all health and safety instructions and guidelines. • Avoiding any actions that could endanger yourself or others. • Reporting hazards, unsafe conditions, or incidents immediately. • Undertaking any required training to support safe working practices.	
7.	AGREED BY VOLUNTEER:	Print Name: Signed: Date: