

# St Michael's hospice

St Michael's Hospice, located in St Leonards on Sea, East Sussex, provides excellent holistic care and support for those throughout Hastings and Rother affected by a progressive life-limiting illness or bereavement.

## Volunteer Open Gardens Pop-up Tea Room Assistant

**Days of the week:** Between May and August. Be able to attend for either a morning/afternoon or the whole day



## What is the role?

Assisting the Fundraising team with the running of Open Garden events, ensuring they run smoothly and provide an excellent experience to all visitors.

## Why is this role needed?

Open Gardens are a series of events that run throughout the summer, with local supporters of St Michael's Hospice opening their gardens to the public to raise funds for the services we provide. The size of the events can vary on any given day, with either one large or a number of smaller gardens open to visitors. The cost of running the Hospice and our patient services is over £6million a year. With around one third of this being provided by the NHS, we need to raise over £12,000 per day from voluntary sources. These events are critical to the continued success of the Hospice. Aside from an entrance fee, to help raise the money needed to hit our targets, we open a pop-up tea room, sell items from stalls and hold a raffle on the day. The Open Gardens in 2017 raised £36,000 for St Michael's Hospice.

Our Tea Room Assistants help to raise the funds we need to provide care to local people when they need it the most. The visitors of Open Gardens are spending a full day at the event and therefore we provide a selection of refreshments for them to purchase. Without the help of volunteers we would not be able to provide this service without incurring a monetary loss. The visitor experience is enhanced by this service being available on the day and the Hospice benefits from the revenue generated.

For further information and an application form please visit [www.stmichaelsospice.com](http://www.stmichaelsospice.com) or email [volunteering@stmichaelsospice.com](mailto:volunteering@stmichaelsospice.com)



HONESTY & RESPECT  
INNOVATION & EXCELLENCE  
COMMUNITY COMPASSION

## What would I be doing?

- Providing a welcoming and positive atmosphere whilst assisting with excellent customer service to the visitors
- Supporting the fundraising team in the setting up, running and packing away of the pop-up tea room
- Assisting with the preparation and serving of food for visitors
- Taking visitors food orders and ensure they are passed on or completed
- Assisting in preparing and maintaining the aesthetics of the tea-room (decorating tables and laying out the cake selection)
- Maintaining a full supply of refreshments on offer for visitors
- Ensuring the provisions for visitors are replenished
- Assisting with general housekeeping
- Being mindful of limiting any environmental impact
- Demonstrating 'best food hygiene practice' at all times when preparing, handling and serving food, being mindful of allergies, intolerances and cleanliness
- Being aware of your health and safety responsibilities and the location of the safety equipment (for example fire blanket and contact number for first aider)
- Attending relevant training, support meetings and supervisions as required
- Attending 2 meetings a year to review and develop the event
- Understanding and demonstrating relevant policies and procedures during your volunteering at St Michael's Hospice.

## When will I be needed and for how long?

- To be able to attend for either a morning/afternoon or the whole day to ensure consistency throughout the event. Open Gardens typically take place on a Tuesday or a Saturday between May-August each year
- There are also two meetings a year to review and develop the event.

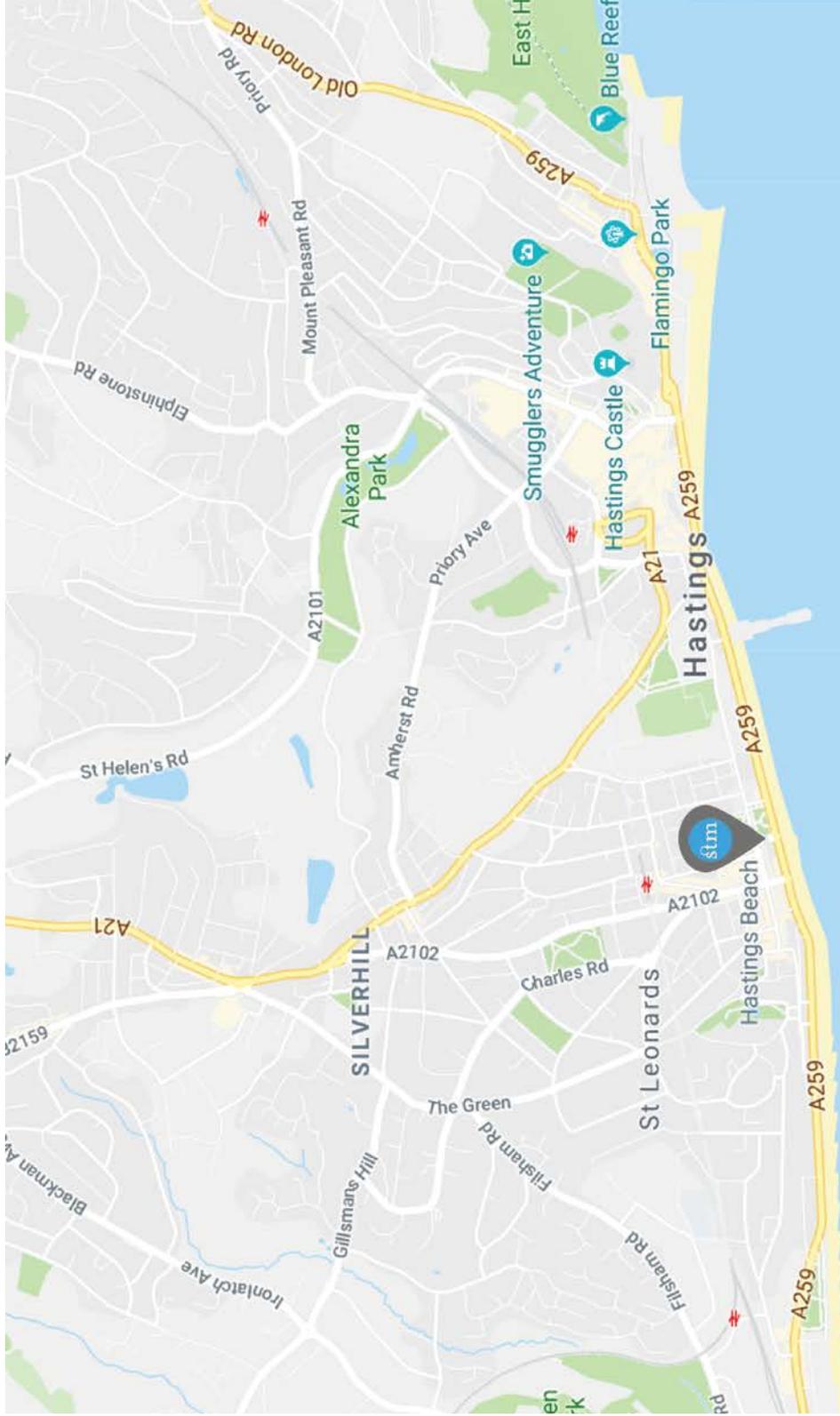
## What qualities do I need?

- Understand and demonstrate St Michael's Hospice Values
- The ability to work in a team
- An interest in catering at event
- The ability to use your own initiative and motivate yourself
- Demonstrate reliability and commitment
- The ability to build and maintain good relationships with staff and volunteers
- The ability to communicate effectively with all staff and volunteers
- Take pride in your role and demonstrate the level of responsibility associated with this
- Have a positive, respectful and supportive approach to the role
- The ability to be flexible and respond to change in a positive manner (having a 'can do' attitude)
- Be able to exert some physical effort over short periods. Lift boxes (with assistance if necessary) fill buckets of water for the urns and serving refreshments.

## **Still want to apply?**

Simply complete an application form and we will invite you in for an informal discussion; you can return your application form either by email, post or bring it with you when you come to the Hospice

**Thank you for your interest and we look forward to meeting you soon!**



### How to find us

St Michael's Hospice, 25 Upper Maze Hill, St Leonards on Sea, East Sussex, TN38 0LB  
01424 445177

The Hospice is easily accessible by car, train, bus and on foot. There is a car park at the Hospice, as well as free ample on-street parking on the surrounding streets within a short walking distance. The nearest train station is St Leonards Warrior Square, which is approximately 12 minutes away on foot. The nearest bus stops are on Upper Maze Hill and Pevensey Road. Alternatively buses stop on London Road which is a 10-15 minute walking distance to the Hospice.