

VOLUNTEER ROLE – EVENT SUPPORT ASSISTANT

Background

Maid of the Loch is a registered historic vessel, and part of the UK's National Historic Fleet. She is unique in many ways. She was built by A&J Inglis of Pointhouse, Glasgow, constructed in their yard, then dismantled and transported to the slipway at Balloch where she was re-assembled and launched in 1953. She has four decks and was licensed to carry 1,000 passengers right up until her withdrawal in 1981. Since then, she has been berthed at Balloch Pier in a static role, and is owned by Loch Lomond Steamship Company (LLSC). She is the last paddle steamer to be built in Britain. A main feature is her engine room which is open to view by the public.

Purpose of Role

As an Event Support Assistant and member of our Visitor Support Crew, the purpose of this role is to assist the Events Manager in running visitor events such as open days, gala days and fund raising events. There may also be a requirement to provide assistance with some private hire events.

Tasks

As an Event Support Assistant, you may be required to do any of the following tasks (although not all events require all tasks, for instance, selling souvenirs can be required at any time):

- Helping organise open days, gala days and fund raising events
- Coming up with ideas for fund raising events
- Appealing for and collecting prizes from donors
- Running raffles, tombolas and competitions
- Selling tickets
- Selling souvenirs
- Collecting donations, i.e. rattling cans
- Blowing up balloons and decorating ship
- Laying out tables, chairs and audio/visual equipment
- Cleaning and clearing up before/after events
- Reporting any safety concerns or incidents to staff members

Skills, Attitudes and Experience Needed

- Good organisational skills
- Creative mind and/or ability to think of new ideas/ways of engaging the public/fund raising
- Physical fitness as some running around and/or heavy lifting may be involved
- Willingness to “get stuck in” and do whatever is needed to make an event a success
- Able to work with people of all ages and backgrounds
- Happy to work independently and with minimum supervision
- Reliable
- Friendly and approachable
- Committed to the needs and goals of the Loch Lomond Steamship Company

Volunteer Benefit

- Become an ambassador for the Maid of the Loch and Loch Lomond in general
- Opportunity to meet new people and engage with the public
- Contributing to the re-launch of the last paddle steamer to be built in Britain
- Contributing to the paddle steaming heritage of Loch Lomond
- Chance to learn and develop new skills
- Get more fresh air and exercise!

Charity Benefits

- Brings new ideas and a fresh perspective to the charity and the Visitor Support Crew
- Enhances the visitor experience leading to repeat visits
- Contributes to preserving the heritage of the ship and the wider community

Time Commitment

- Two days per month (all Visitor Support volunteering activities are listed on our online Volunteer Sign-up System which details the time commitment of each event)

Availability

Shifts are available every weekend from Easter to the beginning of the school holidays, then every day until the end of the school holidays in October.

Although the season normally finishes in October, there may be opportunities to be involved through the winter months as well.

Age Restrictions

Minimum age: 16

Training, Supervision and Support

When you join the Visitor Support Crew, you will report to the Volunteer Coordinator. They will arrange Induction Training for you together with training on the history of the Maid of the Loch. All Visitor Support Crew volunteering opportunities are listed on the online volunteer management system. A "buddy system" is in place requiring two volunteers for each opportunity, thereby ensuring volunteers don't have to work alone. Where possible, new volunteers will be placed with existing ones to provide support and knowledge transfer.

Uniforms

The uniform provided will be a volunteer high visibility vest. Volunteers should provide their own clean, appropriate trousers or skirt.

Travel Expenses

Unfortunately we are unable to pay travel expenses at this time.

Selection Methods

If you are interested in this opportunity please complete a Volunteer Application Form and return it to:

Volunteer Coordinator, Loch Lomond Steamship Company, The Pier, Pier Road, Balloch, G83 8QX or email it to: volunteers@maidoftheloch.org

Once we have received this, we will contact the reference provided. Upon receipt of a suitable reference, you will be invited for an informal chat to assess mutual suitability for the role. As you will be in contact with vulnerable people as part of this role, we will be required to apply for an Enhanced Disclosure on your behalf.