



Volunteer Role Profile: Partnership Support Team

Purpose of Role:

To support the New Wine Partnerships Team in building and growing partner and exhibitor relationships, positively representing New Wine in each interaction. To work closely with the Partnership Support Team Leaders to facilitate a beneficial experience for partners and exhibitors attending New Wine Festival.

Key Responsibilities:

- To complete any mandatory training pre-event including pre-event team calls.
- To arrive the day before team arrival day to welcome and assist with partner and exhibitor registration.
- To provide a friendly and warm welcome to exhibitors and partners, ensuring they have everything they need and know where to setup their stall.
- To practically support partners and exhibitors with tasks such as setting up furniture, finding tools or providing duct tape through the event but particularly on the busier arrival and departure days.
- To regularly check-in with partners and exhibitors located in various areas across the site.
- To assist with partner and exhibitor queries across site, escalating them to the Team Leaders as required.
- To be available throughout the event to respond quickly to any issues or incidents which may arise, troubleshooting where possible or reporting back to the Team Leaders.
- To be easily contactable on site with the ability to use WhatsApp.
- To be fully available until approx. 12pm on delegate departure day with partner and exhibitor pack down to ensure a smooth transition from site.

Personal Specification:

- Punctual and reliable – Ability to commit to your scheduled shifts through the event.
- Calm, resilient under pressure and can show initiative when required.
- Positive and helpful with a “can-do” attitude.
- Servant-hearted.
- Friendly and approachable whilst demonstrating strong communication skills particularly when liaising with partners and exhibitors.
- Team players who are able to serve with others and to support fellow team members.
- Supportive of New Wine’s aims and objectives and ability to embody these whilst serving.
- Understand the need to make New Wine Festival a fruitful experience for partners, exhibitors, presenters, musicians and delegates.
- Physically fit and able to cope with being outside in different weather conditions as well as being on their feet and walking for quite long periods.
- Able to take direction from Partnership Support Team Leaders and the New Wine staff team.

Primary Liaison with:	<ul style="list-style-type: none">● Partnership Support Team Leaders● Head of Fundraising and Partnerships● Partnership Manager
Secondary Liaison with:	<ul style="list-style-type: none">● Volunteer Manager

Reports to:

Partnership Support Team Leaders

