

Community Outreach & Engagement Volunteer

Hillingdon Narrowboats Association

Harefield and community venues across the borough of Hillingdon and the surrounding area

Hillingdon Narrowboats Association is a volunteer-led charity based in Harefield, providing affordable and accessible narrowboat experiences for local people, community groups and organisations. Our boats enable people of all ages and abilities to enjoy the waterways, spend time together and experience something they may not otherwise have the opportunity to do. Our work helps bring people together, reduce social isolation and support wellbeing, while ensuring that Hillingdon's canal heritage remains accessible to the wider community.

We are looking for a friendly, confident and organised volunteer who enjoys meeting people and would like to help more of the local community discover Hillingdon Narrowboats Association. You will be raising our awareness, building strong local connections and encouraging more people and community groups to use, support and get involved with the charity. You should be comfortable talking to members of the public, building relationships and representing HNA positively. Experience of community engagement, events or giving presentations would be helpful, but is not essential. This role will be carried out within the London Borough of Hillingdon at community events, fairs, networking meetings, local group venues and HNA's canal-side base. Activities may take place indoors or outdoors and can include daytime, evening and weekend events.

- Role responsibilities:
- Help identify suitable local community events, fairs, open days and networking opportunities where HNA could be represented.
 - Liaise with event organisers and help coordinate HNA's attendance, including arranging the stand, display materials and information needed.
 - Once inducted and confident, take the lead in representing HNA at agreed community events, supported by other HNA volunteers where appropriate.
 - Welcome visitors to the HNA stand, explain what the charity offers and promote our narrowboat experiences, accessibility, volunteering and other ways to get involved.
 - Build positive relationships with local community groups, charities, voluntary organisations, networks and other potential partners.
 - Give short talks or presentations to local groups about HNA, our boats, our charitable work and the difference we make in the community.
 - Record and pass on enquiries, useful contacts and expressions of interest appropriately, following HNA's GDPR and data protection requirements.
 - Share feedback after events and help keep our displays, leaflets and presentation materials engaging, accurate and up to date.

Skills and attributes required:

Good verbal and written communication skills; confidence speaking with members of the public and, with support, giving short presentations;

basic IT skills including email and PowerPoint or similar presentation software; and the ability to organise event information and follow up enquiries. Experience of community outreach, events, networking, presentations or promotion would be helpful but is not essential. Friendly, approachable and enthusiastic, with a positive and professional manner. You should be reliable, organised and confident meeting new people, able to listen and communicate clearly, and comfortable working independently as well as part of a team. An inclusive approach, good judgement and a willingness to learn are important.

Training and support given:	A friendly induction will be provided, including an introduction to HNA, our boats, charitable aims, services and the key information we share with the public. You will receive guidance on representing HNA, setting up and running an information stand, answering common questions, handling enquiries, GDPR, safeguarding and event safety. Presentation and promotional materials will be provided, and you can initially attend events alongside experienced HNA volunteers before taking the lead at agreed events. All induction and training are free of charge, with ongoing support available.
Benefits of volunteering:	You will have the opportunity to build confidence and develop experience in community engagement, public speaking, presentations, event organisation and relationship-building while supporting a friendly, volunteer-led local charity. The role offers the chance to meet people from across Hillingdon's voluntary and community sector, build local networks and see the direct impact of helping more people discover and use HNA. A reference can be provided after a sustained period of regular volunteering.
Policies / codes of practice:	Volunteers are asked to read and follow HNA's relevant policies and procedures, including our Code of Conduct, Volunteering Policy, GDPR/Data Protection requirements, Safeguarding Policy and Health & Safety procedures. Any event-specific risk assessments, photography or confidentiality requirements will also be explained where relevant. You will be supported by/ reporting to HNA Trustees/ designated outreach lead.
Commitment:	This is a flexible role with no fixed minimum time commitment. You can choose the community events and presentations that fit around your work, education, family, health and other commitments. Community events take place at different times throughout the year, and volunteers can choose which events they are able to support. Some events or presentations may only take a couple of hours, while larger community days may involve a longer session. We welcome as much or as little time as you are able to give, although reasonable notice and reliable attendance are important once you have agreed to represent HNA at an event. This role is dependent on local community events and speaking opportunities. Events may take place on weekdays, evenings or weekends. Hours vary according to the event or presentation. Many opportunities will be a few hours at a time. Volunteers are also welcome at our Harefield canal side office and workshop on Wednesdays and Thursdays (between 10am and 4pm) to prepare materials or meet with the team.

Other:

Minimum age to apply for this role is 18 years and over.

Expenses can not be claimed.

References are not required.

A basic DBS will be undertaken by HNA (passport, driving licence, proof of address required).

The Boathouse is served by public transport; nearest bus stop is 15 minutes' walk away and the nearest train stations are Rickmansworth (2 miles) and Denham (2½ miles).

Limited parking is available at our Harefield base, including accessible parking.

For outreach events, the venue and travel details will be provided in advance; parking and public transport arrangements will vary by location.

To apply:

1. Visit [volunteering | Volunteer Hub | H4ALL](#) and download or print an application form OR Email volunteerhub@h4all.org.uk to request an application form to be sent to you by email or post
2. Send your completed form by email to volunteerhub@h4all.org.uk OR post to H4ALL, Volunteer Development Team, Key House, Yiewsley, UB7 9BQ
3. Call 01895-676-111 to speak to a member of the H4ALL volunteering team in person