

# NORFOLK & NORWICH FESTIVAL

## VOLUNTEER PROGRAMME

### PERSON SPECIFICATION & ROLE DESCRIPTIONS

Norfolk & Norwich Festival has a reputation for innovative, creative and inspirational programming, and we couldn't deliver it without our volunteers fulfilling a whole variety of roles across the Festival period. This document should help to make clear just what those roles are, and help you to decide which you would be suited to performing. Once you've familiarised yourself with what's on offer, you can share your preferences with us in the 'Volunteer Roles' section of the application form – we will try our best to accommodate your preferences where we can.

In general, all volunteering roles will encompass being an advocate for the Festival. Whilst the different roles outlined within this pack each have their own specific needs and specifications, we ask that all Norfolk & Norwich Festival volunteers possess the following skills and attributes:

- A positive and enthusiastic attitude
- Good verbal communication skills, with an approachable and friendly nature
- The ability to work as part of a team as well as using your own initiative
- To be comfortable with the unpredictable and respond well to the unexpected
- A good knowledge of Norwich
- Willingness to learn
- Excellent knowledge of the Festival programme (assisted by Norfolk & Norwich Festival briefings)
- Commitment to and flexibility with shifts
- A willingness to support Norfolk & Norwich Festival's commitment to Equal Opportunities and its Viversity Action Plan
- A passion for the arts
- To be responsible, reliable and punctual

In return, our aim is to provide the best possible experience for each of our volunteers, with the following terms:

- Although we will do our best, we cannot guarantee you will always get the role(s) you would prefer; all volunteers will be required to undertake an element of Event Stewarding.
- You will be based at various venues and key information points throughout Norwich during the Festival, and at other venues in the county where the Festival is presenting events.
- You will be required to volunteer on a rota basis in the run up to and during the Festival (11-27 May), according to your availability.

**Please read on to find out more about the various volunteering opportunities available at Norfolk & Norwich Festival 2018...**

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If the above roles have any specific requirements in order to be performed in full, they will be listed beneath the role responsibilities. For all roles described, we will take into account both suitability and availability when allocating volunteers. Volunteers will be asked to give a more detailed indication of availability once they have been accepted onto the volunteer programme on 29 March 2018.

Whichever roles you wish to apply for, do remember that working with people can be unpredictable and you may end up doing something that you didn't quite expect, but enjoy all the same.

If you have any queries or questions regarding volunteer role descriptions, please contact Clare Lovell, Head of Operations, on the contact details provided on the final page of this document.

## Event Steward

92% of 2017 volunteers surveyed said that there was an element of Event Stewarding to their role; all volunteers will be required to undertake Event Stewarding as part of their shift rota this year too. As an Event Steward, you will:



- Be a point of contact and representative of the Festival – you will be part of the Front of House operation
- Welcome and provide information to audiences, watching over the event, generally assisting with the smooth running of events and performances
- Interact proactively with the public/audiences as required, e.g. helping them find their seats
- Give out freesheets/sell merchandise at certain events as required
- Exit flyer at the end of performances (distributing postcards/flyers around venues and to audience members)
- Put out/pack away chairs if required
- Assist bar staff with the collection of empty glasses if necessary
- Work with the Crew and Production teams in managing crowds at outdoor events
- Act as a Car Park/Coach Steward for relevant events
- Ensure the safety of the crowd/audience, e.g. in the event of an emergency evacuation
- Work outdoors in all weathers if stewarding at an outdoor performance
- Complete light lifting and manual tasks if you are willing and able to do so

The audience's experience of an event begins as soon as they arrive at a venue – so you are there to make sure this experience is as perfect as it can be!

## Lead Volunteer

The Lead Volunteer role is **open only to returning Norfolk & Norwich Festival volunteers** because familiarity with the Festival is essential for the smooth running of the role. As a Lead Volunteer, your responsibilities will include:

- Assisting the Volunteer Coordinators with training and induction of volunteers in the run up to the Festival and at pre-performance briefings
- Providing support and mentoring for the volunteer group
- Making sure that the volunteers at your event get snacks and refreshments and helping in the Norfolk & Norwich Festival offices to coordinate distribution
- Assisting the Event Manager in organising the volunteers on shift by helping with event briefings, keeping records of volunteer attendance & duties and overseeing volunteer performance.



### Special Requirements:

- Due to the nature of this role, applicants will be required to have volunteered previously for at least one Norfolk & Norwich Festival.

## Assistant to Event Manager

There are limited opportunities available to be an Assistant to Event Manager. This role would be best suited to someone with prior experience of events and/or volunteering.

The responsibilities of this role will include:

- Assisting the Event Manager in working on venue based performances during the Festival
- Ensuring the smooth running of events that range from classical music through to contemporary dance
- Assisting the Event Manager in the delivery of briefings to other volunteers
- Acting as an intermediary between other event volunteers and the Event Manager
- Liaising with artists, hospitality & venue staff



### Special Requirements:

- In this role, you must be available for a full day (morning through to evening), covering get-in, rehearsal, performance and get-out.

## Festival Driver

Our Festival Drivers may travel locally and further afield. In this role, you will:

- Drive all Festival vehicles (cars, vans, etc) to collect & drop off artists and/or equipment
- Be paired with another volunteer for any longer journeys
- Keep in close communication with Festival staff and report any problems or obstacles you may have, as well as receive any updates in circumstances or destination
- Be able to navigate unfamiliar journeys or routes following instructions and/or using a sat nav



Any petrol costs or small expenses will be reimbursed.

### Special Requirements:

- You must have held a full, clean UK driving licence for at least five years. There may also be a minimum age requirement for driving certain vehicles
- With the potential requirement for lifting heavy equipment, you will need to be fit and able to carry out manual handling tasks
- Some experience of professional driving is preferred within this role
- It is essential that you are both reliable and have effective time-keeping to complete this role

## Festival Runner Assistant

This role will give volunteers a real insight into the kind of work that happens in the background to keep the Festival running smoothly. Assisting the Festival Runner in their daily duties, you will:

- Perform tasks as necessary, such as collecting and supplying catering to venues, running errands, answering phone calls and loading or unloading equipment
- Navigate, and maintain contact with Festival/venues staff when required



### Special Requirements:

- This role may include some manual handling and heavy lifting; you will need to be fit and able to carry out these tasks.
- The Festival Runner role will start at 8am and be finished by mid afternoon

## **Finance Assistant**

A Finance Assistant will be needed on each morning during the Festival in the Festival office. You will:

- Assist the Finance Manager with cash reconciliations each morning
- Assist with administrative tasks in the Finance department as they arise



### **Special Requirements:**

- Must have good availability during office hours, with 10am starts (though not necessarily every day) for a maximum of two hours per day

## **Communications Team and Box Office Support**

The Festival Communications team will need help both in the lead up to and during the Festival. You may be needed to help in a number of ways, for example:

- Approaching audience members at free events to gather information about the success of the Festival and how it can be improved upon in the future
- Distributing publicity information across the city
- Taking signage / banners and other publicity materials to Festival venues
- Helping with bulk mail outs from the office
- Making up packs with tickets and stationery for Doors Box Office staff
- Providing support to Doors Box Office staff just before events
- Helping to contact audience members in the event that a performance is changed, postponed or cancelled

### **Special Requirements:**

- An interest in, or experience of, communications would be brilliant, but is not necessary
- For collecting surveys or handing out publicity material it is important that you are confident about approaching the general public to promote and/or canvas opinion about the Festival
- For office-based tasks and box office support attention to detail is an important skill

## Spiegel Host

(Wednesday 16 May – Sunday 27 May)

The Adnams Spiegeltent is a superb Art Nouveau style traditional travelling dancehall. Programmed with an eclectic selection of circus, music, dance, theatre and cabaret/variety acts by night, alongside a daytime programme too, the Spiegeltent is a hugely popular festival venue and so even has its own hosts.



These positions will be cast, as the roles are integral to the look and feel of the venue. As a host of the Adnams Spiegeltent, you will:

- Be a point of contact and representative of the Festival – you will be part of the Front of House operation
- Welcome and provide information to audiences, watching over the event, generally assisting with the smooth running of events and performances in the Adnams Spiegeltent
- Proactively interact with audiences, e.g. helping them find their seats
- Put out/pack away chairs if required
- Assist bar staff with the collection of empty glasses
- Ensure the safety of the crowd/audience, e.g. in the event of an emergency evacuation

### Special Requirements:

- The role requires you to be in costume, some of which you may need to provide yourself
- You will need to be confident and charming when dealing with the public
- You must be happy working some late nights as part of your shift (the Adnams Spiegeltent closes at 2am on Friday & Saturday, 1am on Monday – Thursday, and 12 midnight on Sunday)
- This role may include some manual handling / light lifting; you will need to be fit and able to carry out these tasks



## Development Team Roles

Individual and corporate support is essential in helping us to realise our ambitions for our Festival and community. Each year, in the lead up to the festival, the Development team hosts a range of events specifically for the supporters of the festival. These events are hugely important in enabling us to continue our educational and community work, bringing positive change and inspiration to the lives of local children and young people and produce a Festival that inspires and excites every year.

The Development team's events are often formal in nature, and require a lot of preparation in the lead up to them. There are limited opportunities for volunteers to play a role in some of these larger events which precede the opening of the festival. These roles may involve assisting in either the preparation for an event, or helping at the event itself.

**Opening Reception** (Friday 11 May 2018 EVENING time TBC c.4pm – 10pm)

The Opening Reception is the formal start of the Festival. This is an invitation only event for supporters and stakeholders and includes a drinks reception, canapés and a selection of speakers.



### ***Development Team Opening Reception Assistant***

As Opening Reception Assistant, you will:

- Assist the Festival's Development team with the set up and take down (i.e. pop up banners, brochures)
- Be a first point of contact for guests arriving
- Check names of attendees against guest lists and generally make guests feel welcome
- Take people's coats and operate the cloakroom facility

Special Requirements:

- Must be available late afternoon/early evening on Friday 11 May at City Hall, Norwich
- Dress Code: SMART (e.g. black trousers & top, dress – no T-shirts, jeans or trainers and nothing too colourful)

## Other Development Events

We host approximately 17-20 events during the Festival period including corporate hospitality, individual giving prospect/reward events and stakeholder events.

### ***Development Event Assistants***

(Thursday 10 May – Sunday 27 May – Various Weekend/Evening Shifts)

As Development Event Assistant, you will:

- Assist the Festival's Development team with the set up and take down (i.e. pop up banners, brochures)
- Be a first point of contact for guests arriving
- Check names of attendees against guest lists and generally make guests feel welcome
- Take people's coats and operate the cloakroom facility
- The dress code for Development Event volunteers is smart



## Norfolk & Norwich Open Studios

Norfolk & Norwich Open Studios (NNOS) is produced by Norfolk & Norwich Festival in partnership with Norfolk artists. NNOS 2018 will run directly after Norfolk & Norwich Festival from Saturday 26 May – Sunday 10 June. Visit the NNOS website to find out more about the scheme: [nnopenstudios.org.uk](http://nnopenstudios.org.uk).

### Norfolk & Norwich Open Studios Central Taster Exhibition

(Monday 30 April – Thursday 3 May /

Opening hours: 9.30 am – 6.30 pm daily)

(Installation Sunday 29 April)

The NNOS Central Taster Exhibition is held in the Forum in Norwich. Artwork from many of the artists and artist groups participating in Norfolk & Norwich Open Studios is exhibited, giving members of the public the chance to sample a variety of artwork being created in Norfolk, and give a taste of what the Open Studios scheme will offer from 26 May – 10 June.

Volunteers will be needed throughout the exhibition in a number of roles as follows:



#### ***Taster Exhibitions Hanging Assistant***

- Assist with the signing-in and the hanging/installation of artworks in the Forum's Atrium
- Take down artworks, oversee returns to artists and help close the exhibition

#### Special Requirements:

- This role may include some manual handling/light lifting; you will need to be fit and able to carry out these tasks
- Good people skills essential
- Must be available Sunday 29 April, 8am – 2pm or 2pm – 5.30pm and/or Thursday 3 May 3.30 – 6 pm

#### ***Private View Evening Assistant (Monday 30 April):***

- Support the Central Taster Exhibition's Private View in the evening, welcoming and signing in guests, serving drinks and assisting Festival staff with artwork sales

#### Special Requirements:

- Must be available Monday 30 April, 5.30pm – 9pm

#### ***Invigilator (Monday 30 April – Thursday 3 May):***

- Be a point of contact for the public and representative of Norfolk & Norwich Open Studios - provide information to visitors and watch over the exhibition, ensuring safety of visitors and security of artworks

- General assistance with the smooth running of the exhibition, reporting back to the relevant Norfolk & Norwich Festival team member if there are any problems
- Encourage people to attend the event and to spread the word to others
- Record the number of attendees and encourage visitor feedback
- Operate PDQ machines for the sale of artworks

### **Assistant to the Participation & Engagement Team**

There will be several opportunities to assist with Participation & Engagement Projects at the Festival and in schools. This role is suited to someone with experience (or wanting to gain experience) in working with young people and the arts.

#### ***Take Part: Schools Support Volunteer***

(31 March – 27 May)

Each year the Participation & Engagement team takes inspiration from the Festival’s artistic programme to create a bespoke line-up of opportunities for children and young people to engage with. These specially tailored opportunities include performances, workshops, master classes and Q&A sessions with artists as well as specially designed teachers’ packs. As a volunteer, your role will involve:

- Assisting workshop leaders and artists in schools
- Assisting children and young people filling out their Arts Award Discover leaflets (see below for more detail)
- Possibly driving workshop leaders, artists and Participation & Engagement team members to schools located across Norfolk



#### **Special Requirements:**

- Please see the special requirements for Festival Drivers on page 5 if applicable

#### ***Meet Me at the Spiegeltent Support Volunteer***

(Tuesday 22 – Thursday 24 May)

For the last 4 years the Participation & Engagement team have been opening up the Festival’s magnificent Spiegeltent for free to community groups and organisations across Norfolk, curating an exciting and inclusive programme of fun, interactive, daytime activities that appeal to a wide range of the community. Regular events include Bounce & Rhyme time for 0-5 year olds and their families, and The Afternoon Social with AgeUK. Your role could involve:



- Assisting and getting involved with intergenerational activities including arts and crafts and music
- Welcoming visitors and proactively engaging with audience as required
- Assisting with setting up and closing down the events
- Collecting audience feedback

### Special Requirements:

- Previous experience of working with children and young people and/or older people is desirable
- Please note that it is not necessary for you to have a Disclosure and Barring Service (DBS - formerly 'CRB') check, however if you have had one in the past 12 months and have signed up to the DBS update service, please indicate this on your application form
- Good people skill is essential

### ***Arts Award Discover Support Volunteer***

(Saturday 19 - Sunday 20 May)

The Garden Party at Chapelfield Gardens presents many free outdoor events for the public to enjoy. During the Garden Party, the Participation & Engagement team offers the opportunity for people aged 0 -25 years old to earn their Arts Award Discover: an opportunity for young people to engage with the arts around them by learning about Garden Party artists. As a volunteer, your role will involve:



- Approaching Garden Party attendees to encourage them to take part in Arts Award
- Encouraging Arts Award participants
- Assisting the Participation & Engagement team in delivery

### Special Requirements:

- Previous experience of working with children and young people is desirable
- Understanding of the Arts Award scheme is desirable
- Please note that it is not necessary for you to have a Disclosure and Barring Service (DBS - formerly 'CRB') check, however if you have had one in the past 12 months and have signed up to the DBS update service, please indicate this on your application form

### **Office Assistant / Runner**

Throughout the Festival and at other times during the course of the year, we look for volunteers to provide support within the Festival office, assisting with such things as:

- General office and administration tasks, e.g. data entry, spreadsheet/database work, assisting with mail outs, etc.
- Odd jobs e.g. archiving, preparing materials, assembling event items, basic DIY, etc.

As well as the above, during the Festival we look for an Office Runner to:

- Run errands around the city as required



- Distribute materials to various locations within the city

Special Requirements:

- For runner's duties, a bicycle is hugely beneficial for quick and easy access around Norwich
- For computer based tasks, a general level of IT proficiency and confidence will be required (Norfolk & Norwich Festival uses Microsoft Office 2007/2010 on Windows 7 / Windows 8)
- Availability both during and outside of the Festival period

These roles will require flexible availability outside of the Festival period. If you express an interest in this role on your application form, we will send you a follow up email concerning your availability throughout the year.

Once you have familiarised yourself with the roles and opportunities on offer please complete the **New or Returning Volunteer Application Form** and the **Equal Opportunities Recruitment Monitoring Form**. Links to these can be found at <http://www.nnfestival.org.uk/takepart/volunteer>

The deadline for volunteer applications is **Monday 12 March, 9.30 am**

If you have any questions regarding role descriptions, please contact the Festival's Volunteer Coordinators by emailing: [volunteer@nnfestival.org.uk](mailto:volunteer@nnfestival.org.uk) or telephone 01603 877750 and ask to speak to the Volunteer Coordinators.