



October 2020

Dear Applicant

**Volunteers Coordinator– 6 month fixed term contract January – July 2021**

Thank you for your interest in this role at Norfolk & Norwich Festival. We are looking for two people to work closely with our Volunteers Officer on the Festival's volunteer programme for the 2021 Festival.

The Festival volunteer programme provides opportunities for people 18 and over to work alongside our professional staff to gain valuable insight into the running of the Festival as well as to gain relevant work experience and enhance skills. Volunteers assist with stewarding, box office, marketing and administration. In 2019 we worked with 133 volunteers who provided a total of 3602 hours across the run up to and during the Festival.

Planning for 2021 is already underway and as you can imagine there is a lot of uncertainty about the shape and feel of the festival. However, we are excited by our plans and look forward to the new members of the team joining us.

The Festival programme encompasses many different artforms, it is contemporary, international and for everybody. The Festival is distinctive because we collaborate with artists – from down the road and around the world – to explore the unique physical and cultural identities of our place and to make art which is meaningful to the lives of our audiences. We are also continuing to work to extend our reach and influence year-round across East England through projects and initiatives, such as Festival Bridge, Norfolk Open Studios and Common Ground.

Norfolk & Norwich Festival welcomes applicants from a wide mix of people because we want our workforce to be inclusive of people from a diverse range of backgrounds. We are therefore particularly interested in receiving applications from people who identify as disabled, people from culturally diverse backgrounds and people from socio-economic backgrounds that are currently under-represented in the arts. Our current office is in a grade II\* listed building in an historic part of Norwich and there is no lift access. We are currently in negotiation for a new office space that will enable us to achieve our ambition to be accessible for both our audiences and our workforce.

In this round of recruitment we are trialling a new approach to inclusive recruitment. In acknowledgement that some voices are under-represented in the arts, we commit to interview every candidate who meets the essential criteria in the person specification and identifies as disabled and/or from a culturally diverse background. *We acknowledge that the term 'culturally diverse background' is imperfect and does not adequately represent all experiences or communities. We use it to refer to the cultural backgrounds which may be termed the Global Majority and/or Black, Asian and Minority Ethnic (BAME). We are reviewing the language we use in our organisation to describe diversity and difference.*

All the information you need about the post and the application procedure is provided in the accompanying documents. If you have any questions about the post feel free to email me via Gemma Layton, Office Manager on [gemma.layton@nnfestival.org.uk](mailto:gemma.layton@nnfestival.org.uk). The deadline for applications for the post is noon on Monday 16 November 2020. Interviews are planned for week commencing 7 December 2020.

If you are interested in working for us and believe this job suits you, I encourage you to apply.

Best wishes,

A handwritten signature in black ink that reads 'Daniel Brine'.

Daniel Brine  
Artistic Director and Chief Executive



## **Norfolk & Norwich Festival**

Norfolk & Norwich Festival shares exceptional arts experiences across East England. We lead and support celebration, creativity and curiosity in our community to make our part of the world a great place to live, work and play.

Norfolk & Norwich Festival takes place in Norwich and around Norfolk for 17 days each May. The Festival programme encompasses many different artforms, it is contemporary, international and for everybody. The Festival is distinctive because we collaborate with artists – from down the road and around the world – to explore the unique physical and cultural identities of our place and to make art which is meaningful to the lives of our audiences.

Year-round Norfolk & Norwich Festival undertakes projects and initiatives – including Festival Bridge, Common Ground and Norfolk Open Studios – which extend our reach and influence across East England.

- Festival Bridge creates and facilitates partnerships and networks that improve the cultural offer for all children and young people across Cambridgeshire, Norfolk, Peterborough and Suffolk.
- Common Ground (subject to funding) enables young people from backgrounds of low cultural engagement to lead and develop new and exciting ways for themselves and their peers to engage in their local heritage.
- Norfolk Open Studios celebrate the creative talents of the visual arts and crafts community in Norfolk. Over 16 days in Sept/Oct studio visitors meet artists, enjoy new art and can buy artworks directly from their creators.

Our festival spirit, which guides the ways we work, is to be:

Creative	We champion artistic excellence and value creativity in everyone.
Curious	We explore and reflect the changing social and physical contexts in which we live.
Inclusive	We are respectful of the diversity and difference of people and their views and values.
Collaborative	We work with artists, communities, peers, partners and stakeholders to achieve common goals.
Strategic	We balance artistic and social ambition with a sustainable business.

[www.nnfestival.org.uk](http://www.nnfestival.org.uk)



## Volunteers Coordinators

**Team:** Creative Engagement  
**Reports to:** Volunteers Officer  
**Responsible for:** Volunteers

### Purpose of role

To support the recruitment and training of volunteers and then coordinate their support of the Festival by matching their availability, skills and interests to Norfolk & Norwich Festival's requirements.

All staff work towards Norfolk & Norwich Festival's goals, which are:

- to have more people experience and value the arts
- to be a champion for excellence in the arts
- to be valued – locally and internationally – for our unique and distinctive arts festival
- to be embedded in Norfolk and Norwich and to extend our reach and influence across East England and beyond
- to be socially responsible, committed to questions and actions about a changing world including diversity and difference, environmental sustainability and technological change
- to have a stable and adaptive business structure with diverse income streams.

### Introduction

The Volunteers Coordinators' role is to support the Volunteers Officer with the recruitment and training of volunteers for the festival. The Coordinators then coordinate volunteers' support of the Festival by matching their availability, skills and interests to the organisation's needs. The post holders need to enjoy working with a range of people, have excellent written and verbal communication skills, be confident at word processing and using spreadsheets as well as having good attention to detail and strong planning skills.

Our volunteer requirements vary depending on the detail of the programming. In 2018 117 volunteers worked 560 shifts totalling 2,159 hours support and in 2019 133 volunteers completed 828 shifts totally 3,602 hours.

We are recruiting two Volunteers Coordinators to work with the Volunteers Officer for the 2020 Festival. We anticipate that the roles will run from late January to late July.

## **Main duties**

The Volunteers Coordinators' responsibilities include:

1. Support the Volunteers Officer with the recruitment, selection and training of volunteers.
2. Collate information about applicants and volunteers in a database.
3. Update and prepare the volunteer handbook and event/task briefing sheets.
4. Collate volunteer requirements from teams at the Festival.
5. Schedule volunteers against shifts matching skills and interests to the requirements of the Festival and develop the shift rota for the Festival and NOS.
6. Organise briefings and events for volunteers, including the induction training and post Festival thank you event.
7. Communication with the volunteers in the lead up and throughout the Festival.
8. Attend the commencement of key volunteer shifts to ensure all volunteers understand their roles and who to ask for support.
9. Evaluate the experience of volunteers and the programme and collate feedback from festival colleagues on volunteers' performance of particular tasks.
10. Update the Volunteers Coordinators' Handbook to include your learning during the role.
11. Undertake a variety of office tasks, including: making calls, emailing reminders, creating information and briefing packs, and creating materials for events such as signs and schedules. The Coordinators will part of the first point of contact team for the office and will be expected to answer phones and greet guests.
12. Undertake training as identified and agreed with the head of department, which might include health and safety and first aid training.
13. Undertake any other duties which might reasonably be deemed to be within the status of the job and appropriate to the post.
14. Carry out all duties in accordance with appropriate internal and statutory procedures, including our environmental policy.
15. Adhere to Norfolk & Norwich Festival's employment policies and procedures with particular reference to Safeguarding Children and Adults at Risk, Equal Opportunities and Health and Safety.

## Person specification

It is **essential** that the Volunteers Coordinators have:

- strong organisation skills and an ability to keep good accurate records.
- excellent verbal and written communication skills.
- experience of working with people with varying interests and experience.
- a proficiency in Word, Excel and Outlook.
- experience of working on events.
- experience of managing a busy workload.
- an active interest in arts and culture (for example but not limited to music, performance, visual art, and circus).

It is also essential that the post holders are available for the busy weeks before during and after the festival, which in 2021 runs from Friday 14 to Sunday 30 May. The role will involve evening and weekend working during the Festival in May and events in the run up to the Festival.

It is **desirable** that the Volunteers Coordinators have:

- experience of working on events.
- experience of working in teams and collaborating to share a workload.
- experience of working with an arts organisation.
- experience of volunteering or working with volunteers.

All Norfolk & Norwich Festival staff are expected to be:

- team players.
- good communicators, using appropriate means in effective ways.
- flexible and proactive in their approach to work.
- willing to learn and develop.
- able to manage their own workload with minimum supervision.
- able to remain calm under pressure.
- reliable time-keepers with a good attitude to attendance.
- committed to equality in the workplace.
- computer literate, including possessing basic word processing and spreadsheet skills.

## Terms and conditions of employment

<b>Position</b>	These are full time fixed term posts, offered as six month contracts.
<b>Salary</b>	£18,135 per annum pro rata (Living Wage Foundation, Real Living Wage)
<b>Annual leave</b>	Full-time entitlement for permanent staff is 28 days holiday per year in addition to bank holidays pro rata
<b>Start date</b>	Monday 25 January 2021 (TBC)
<b>Pension</b>	Norfolk & Norwich Festival operates an auto enrolment pension scheme.
<b>Hours of work</b>	37.5 hours per week (excluding breaks). Core working hours are 10am to 4pm with a lunch break taken between 12 noon and 2pm. You should agree your working pattern to enable you to work your contracted hours with your line manager. The nature of the position means some evening and weekend work, for which Norfolk & Norwich Festival does not make overtime payments. Time off in lieu may be available for out of hours working at the Trust's discretion.
<b>Place of work</b>	<p>The place of work will be the Festival's offices in Augustine Steward House, 14 Tombland, a grade II* listed building in central Norwich, and as required by NNF at such other places where the organisation carries on its proper business. The Festival uses a variety of venues throughout Norwich and Norfolk for performances and events.</p> <p>In the current pandemic, staff are largely working from home, equipment and support are provided to enable this.</p>
<b>Travel</b>	Staff may be required to travel throughout the region, sometimes in rural and isolated areas, nationally and internationally. Travel expenses will be reimbursed on the basis of the cheapest available public transport fare or at the appropriate rate for mileage established by Norfolk & Norwich Festival.
<b>Probation period</b>	Two months
<b>Notice Period</b>	One week's notice in writing on either side during the probationary period. Thereafter two months' notice in writing on either side once the appointment is confirmed.
<b>Equal Opportunities</b>	Norfolk & Norwich Festival is committed to a policy of equality of opportunity in its employment practices. Norfolk & Norwich Festival is working towards equal opportunities in employment, with the aim of ensuring that everyone who applies to work for us receives fair treatment. To help us to achieve this aim we ask you to complete the Equal Opportunities Monitoring Form. This information will be used to monitor the effectiveness of our Equal Opportunities Policy and for no other reason.

## How to apply

### Application procedure

Application is by the completion of Norfolk & Norwich Festival's Application Form (a CV may be attached, in addition, if desired) which should be emailed to [gemma.layton@nnfestival.org.uk](mailto:gemma.layton@nnfestival.org.uk) along with a completed Equal Opportunities Recruitment Monitoring Form.

If you require the forms in large print or would like a paper copy posting to you please contact [gemma.layton@nnfestival.org.uk](mailto:gemma.layton@nnfestival.org.uk).

If you would rather submit section 2 and 3 of the application form by video, please use a common format such as MOV, MP4 or AVI and submit this alongside your application.

For the supporting statement in section 3 of the application form, we encourage you to use examples to demonstrate how your skills and experience meet the criteria in the person specification.

Applications submitted without a completed application form (i.e. CV only) will not be considered.

### Guaranteed interview

In this round of recruitment we are trialling a new approach to inclusive recruitment. In acknowledgement that some voices are under-represented in the arts, we commit to interview every candidate who meets the essential criteria in the person specification and identifies as disabled and/or from a culturally diverse background.

We acknowledge that the term 'culturally diverse background' is imperfect and does not adequately represent all experiences or communities. We use it to refer to the cultural backgrounds which may be termed the Global Majority and/or Black, Asian and Minority Ethnic (BAME). We are reviewing the language we use in our organisation to describe diversity and difference.

### Applications can also be posted to:

Gemma Layton, Office Manager  
Norfolk & Norwich Festival  
Augustine Steward House  
14 Tombland  
Norwich NR3 1HF

If you are posting your application please mark your envelope PRIVATE AND CONFIDENTIAL and ensure that you have used sufficient postage.

### Deadline

The deadline for receipt of applications is 12 noon on Monday 16 November 2020. No applications can be considered after the closing date.

### Interviews

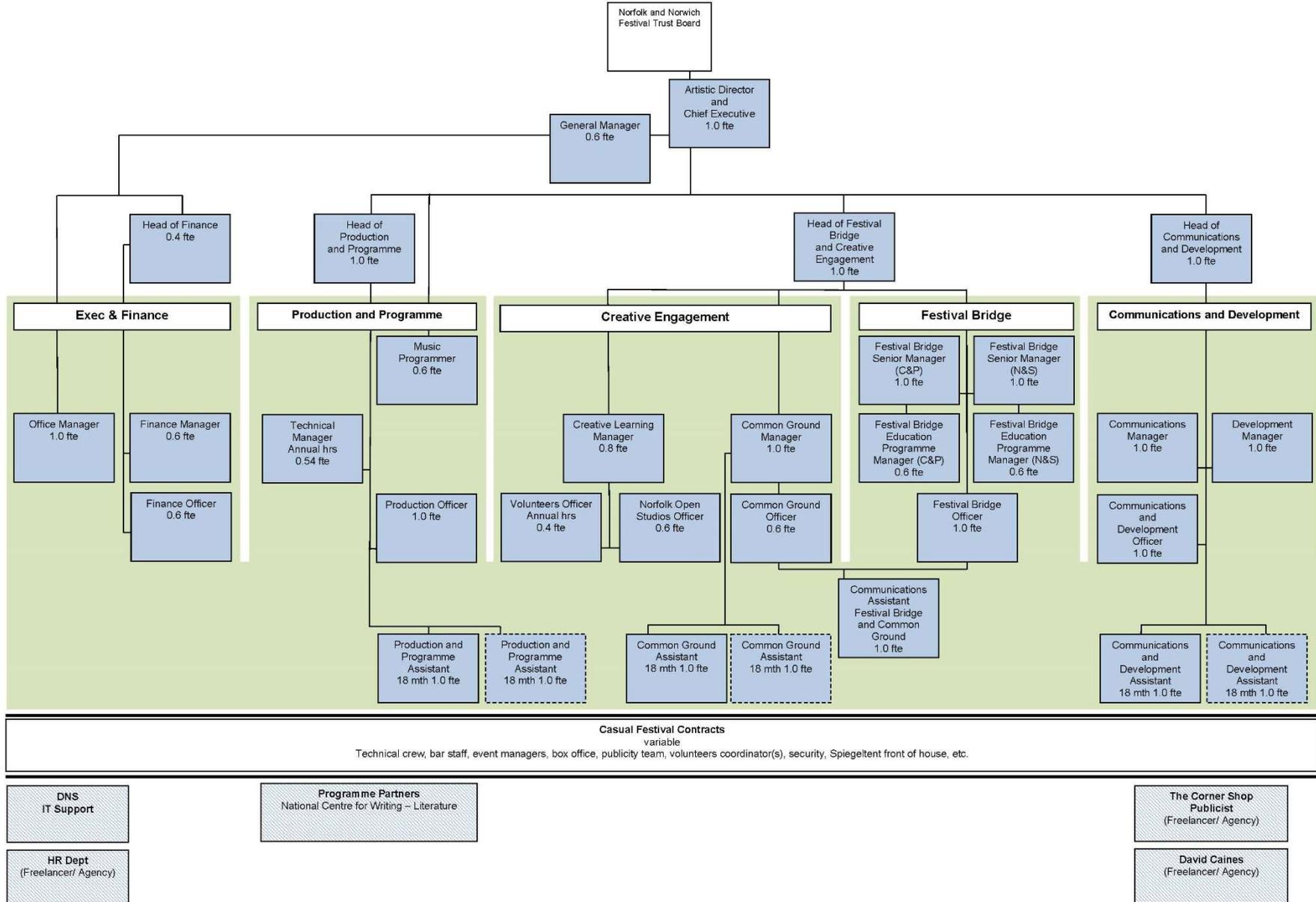
We anticipate that interviews will take place on 9 & 10 December 2020. Please advise us if you are unavailable on either of those dates.

Applicants will be notified if they have been shortlisted for interview by 5pm Friday 4 December 2020. If you have not heard from us by this date, please assume that your application has been unsuccessful.

**Queries**

If you have any questions about the post or application process in the first instance please contact Gemma Layton on 01603 877750 or [gemma.layton@nnfestival.org.uk](mailto:gemma.layton@nnfestival.org.uk)

# Norfolk & Norwich Festival – Organisational Structure





## How we use your data for recruitment purposes

### Background

This privacy policy covers how we, Norfolk & Norwich Festival Trust, collect, use, store and protect the data that is supplied to us by job applicants and agencies.

### Our commitment to job applicants

We believe in equal opportunities and will treat all applicants fairly with no discrimination. We never knowingly provide misleading information about the nature of the role. We are committed to managing your personal information securely and with respect in accordance with the General Data Protection Regulation requirements.

The information we collect may cover the following:

- contact information (name, address, phone number and email address)
- information from CV, application form or covering letter (education, skills and qualifications)
- psychometric tests
- health records (such as health questionnaires) where required as part of the role
- occupational health reports (if higher level screening is required for role) with access to medical records consent being given by the applicant
- Disclosure and Barring Record where a requirement for the role
- references from the named referees that the applicant provides and only with the applicants' consent.
- visa and proof of the right to work in the UK documents, such as a copy of or details from your passport
- employment records (including job titles, work history, working hours, training records and professional memberships)
- salary, annual leave, pension and benefits information
- access to your DVLA portal and details you supply of your car insurance where relevant.

We may also collect, store and use "special categories" of more sensitive personal data which require a higher level of protection such as information about your race or ethnicity, religious beliefs, sexual orientation and political opinions, in addition to information about any criminal convictions and offences.

### Purpose of data collection

The purpose of collecting this information is to find suitable candidates to fulfil a specific role within our Company, and to check that you are entitled to legally work in the UK. We collect personal information either directly from candidates or sometimes from an employment agency. We may sometimes collect additional information from selected background check agencies; for example, where appropriate to the role we may ask for DBS checks to be undertaken. Where appropriate, we will collect information about criminal convictions as part of the recruitment process. We are allowed to use your personal information in this way to carry out our obligations to ensure those recruited are suitable to deliver our work, for example compatible with our safeguarding procedures

### How the information is held.

Most information is transmitted by email and is stored on our computers, and our paper based filing. We use a secured server which supports our email servers and any cloud-based file storage system. All this information can only be accessed by authorised staff within our Company. Our staff are trained to understand the importance of keeping personal data secure. Our computers are safeguarded by anti-virus software and the regular changing of security passwords.



The information on unsuccessful candidates for specific roles will be held for 6 months in line with CIPD recommended best practice. After which paper files will be securely disposed of and computer records deleted. Only if we have asked, and you have given your consent, then we will continue to hold your data beyond six months for an agreed period.

The information on successful candidates will be held on your personnel file for a period of at least 6 years following the termination of your employment; some personal financial data will be destroyed after 2 years; Health and Safety information must be held for a minimum of 40 years.

### **Disclosure**

We may disclose selected information for the purpose of obtaining references. Where additional information is required the information may be disclosed to the Disclosure and Barring Service, your G.P or an Occupational Health professional only after you have given your consent.

**You have specific rights in connection with personal information: to request access** to your personal information; **request correction** of the personal information that we hold about you; **request erasure** of your personal information; **object to processing** of your personal information where we are relying on a legitimate interest; **request the restriction of processing** of your personal information; **request the transfer** of your personal information to another party and the **right to withdraw consent**.

### **Complaints**

Privacy complaints are taken very seriously and if you believe that we have breached your privacy you should in the first instance write to Brenda Seymour, General Manager, who has responsibility for Data Protection within our Company stating the details of your complaint. We would ask that you provide us with as much detail as possible to allow a thorough investigation. Your complaint will be acknowledged within 72 hours and we aim to resolve any complaint within 21 days. However, depending on the complexity of the complaint and availability of external agencies it may on occasions take longer.

Should your complaint show that we have breached our duty of care we will report the breach to the Information Commissioner's Office (ICO). If you are not satisfied by our response you may complain to the ICO.

Reviewed by Brenda Seymour and Gemma Layton, 17 December 2019