

Volunteer Programme

PERSON SPECIFICATION & ROLE DESCRIPTIONS

Norfolk & Norwich Festival has a reputation for innovative and inspirational programming, but none of it would be possible without our incredible team of volunteers. This document outlines what volunteering roles are on offer in 2025. Share your preferences with us in the 'Volunteer Roles' section of the application form and we will try our best to accommodate these where we can.

In general, all volunteering roles will encompass being an advocate for the Festival. 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, 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, or a drive to acquire this if new to the city
- 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 Diversity 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.
- Most volunteers will be based at various indoor and outdoor venues and information points throughout Norwich during the Festival, but some will help at venues elsewhere in the county.
- You will be required to volunteer on a rota basis during the Festival (Friday 9th – Sunday 25th May), according to your availability. There will also be opportunities to sign up for other volunteering shifts in the weeks and months running up the Festival.
- For all roles described, we will take into account both suitability and availability. Volunteers will be asked to give a more detailed indication of availability nearer the Festival once they have been accepted onto the volunteer programme.

Role Descriptions Contents

Page	Role
3	<u>Production and Programme Roles</u>
3	Event Steward
4	Buddy Scheme Volunteer
5	Assistant to Event Manager
6	Festival Runner Assistant
7	<u>Communications and Development Roles</u>
7	Development Event Assistant
8	<u>Festival Team Volunteers</u>
8	Festival Driver
9	Spiegelhost
10	Office Assistant

Production and Programme Roles

Event Steward

This role is the backbone of the Festival volunteer programme and most volunteers will be Event Stewarding at some point as part of their shift rota.



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 and if able.
- 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.

Buddy Scheme Volunteer

The Buddy Scheme is an initiative designed to remove some of the barriers to accessing volunteering with the Festival. We pair Buddies to volunteers with additional learning needs.



As a Buddy Volunteer, you will:

- Receive training and support to fulfil your role.
- Provide assistance to the Supported Volunteer during the training and induction sessions for the festival.
- Act as support for them during their volunteering shift.

Special Requirements:

- To attend extra events, such as a Buddy Social and Disability Awareness Training.
- This role is open to returning volunteers only.



Assistant to Event Manager

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

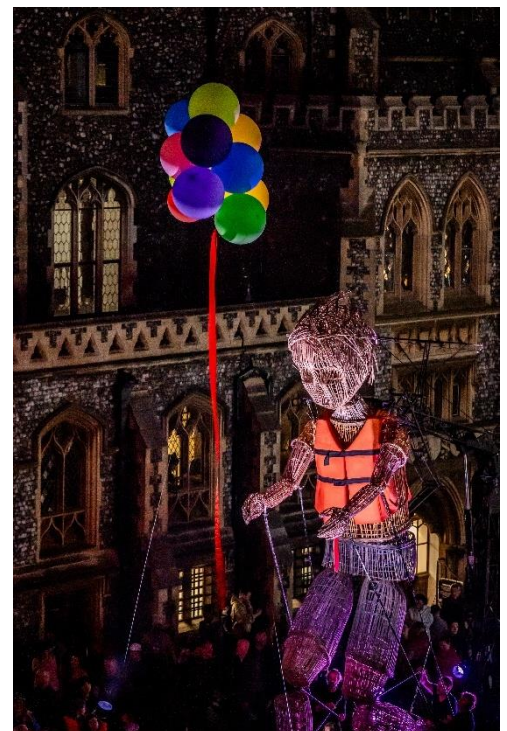


The responsibilities of this role will include:

- 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 set-up, rehearsal, performance and set-down.



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.
- 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.



Communications and Development Roles

Development Event Assistant

Individual and corporate support is essential in helping us to realise our ambitions for our Festival and community. This year, we will need a few Development Event Assistants to support with the Festival Opening Reception.



A Development Event Assistant might assist with the following:

- Helping the Development Team with the set up and take down (i.e. pop up banners, brochures).
- Greeting guests and generally making them feel welcome.
- Taking people's coats and operating the cloakroom facility.
- Pouring drinks.

Special Requirements:

- The dress code for Development Event volunteers is smart.



Festival Team Roles

Festival Driver

Our Festival Drivers drive all Festival vehicles (cars, vans, etc) to collect & drop off artists and/or equipment. Drivers may have to travel locally and/or further afield. Petrol costs will be reimbursed.



In this role, your responsibilities might include:

- Driving all Festival vehicles (cars, vans, etc) to collect & drop off artists and/or equipment.
- Being paired with another volunteer for any longer journeys.
- Keeping 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.
- Being able to navigate unfamiliar journeys or routes following instructions and/or using a sat nav.

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.
- Your car insurance must be covered for business use
- 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.

Spiegelhost

Spiegelhosts are active Front of House members, interacting with audiences while assisting with the smooth running of performances in the Adnams Spiegeltent.



Spiegelhosts will:

- Help set up and pack away for shows, assist bar staff when needed, show audience members to their seats, and ensure the safety of audience/crowds.
- Be encouraged to dress up and wear costumes if possible. Costume guidelines will be given.

Special requirements:

- To attend late-night events. The late show at the Spiegel tent begins at 22:00 so the shift will end at 23:45.
- This role may include manual handling/lifting: You will need to be fit and ready to carry out these tasks.



Office Assistant

Throughout the Festival, we look for 1-2 volunteers to provide support within the Festival office at Guildhall.

As an Office Assistant, you might assist with:

- 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.

Special Requirements:

- Data entry tasks will be computer based, so a general level of IT proficiency and confidence will be required (Norfolk & Norwich Festival uses Microsoft Office 2016 on Windows 10).
- Ability to read handwriting.



If you have any questions about the roles outlined above, please contact the Volunteers Coordinator Cordelia at volunteers@nnfestival.org.uk.