Image credit: James Bass, Dominoes, 2022

NORFOLK N&N NORWICH

FESTIVAL

Volunteers Coordinator

Production & Programme

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

Dear Applicant

Thank you for your interest in this role at Norfolk & Norwich Festival. We are looking for a Volunteers Coordinator to deliver the Festival's volunteer programme in the lead up to and during our annual festival.

The Festival volunteer programme provides opportunities for people 18+ to work alongside our professional staff to gain valuable insight into the running of the Festival, gain relevant work experience and enhance skills. Volunteers assist with stewarding, box office, marketing and administration. In 2026 we worked with 152 volunteers who completed a total of 533 shifts across 2,295 hours.

The Festival programme encompasses many different art forms, 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.

Festival Connect & Create (FC&C) is our year-round initiative to improve the cultural and creatives lives of children and young people and their communities across Norfolk, Suffolk, Cambridgeshire and Peterborough. We support creative leaders – artists, educators and young people – to enhance their skills, knowledge and confidence supporting CYP. Our approach is unique because we believe FC&C participants' voices should be shared with audiences and we enhance our Festival through the inclusion of FC&C projects.

Norfolk & Norwich Festival welcomes applicants from a wide mix of people. We are really interested in hearing from people who possess transferable skills and have experience working with artists in community settings. We also welcome 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.

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 Sava Radulovic, Office Manager on sava.radulovic@nnfestival.org.uk. The deadline for applications for the post is 10am on Monday 16 November 2026. Interviews are planned for the week of 23 November 2026.

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

Daniel Brine
Artistic Director and Chief Excecutive

NORFOLK N&N NORWICH

FESTIVAL

Our CORE VALUES underpin all of our work. Our values are 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.

All of our work is informed by our PROGRAMME PRINCIPLES:

- **Art relevant to today**, blurring the boundaries between artforms and between art and everyday life.
- **'Festival spirit'** which we bring to our work to celebrate, to share cultural experiences and to bring our community together.
- **Questions and actions about a Social Responsibility** with a focus on: Equality, diversity and inclusion; placemaking; and environmental sustainability.

Norfolk & Norwich Festival GOALS:

- To have more people experience and value the arts.
- To hold a unique and distinctive arts festival, which supports creative practice and is valued by audiences.
- To be a champion for excellence in our cultural offer for children and young people.
- To be embedded in Norfolk and Norwich and to extend our reach and influence across East Anglia and beyond.
- To be socially responsible, committed to questions and actions about a changing world.
- To have a stable and adaptive business structure with diverse income streams.

Image credit: Malachy Luckie, Signal On Sea, 2022

Volunteers Coordinator

Team: Production & Programme
Reports to: Programme Producer
Responsible for: Volunteers

Introduction
The Volunteers Coordinator's role is to work with the Programme Producer in the recruitment and training of volunteers for the Festival. The Coordinator oversees the 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 data 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. Most recently in 2026, 152 volunteers completed a total of 2295 hours of volunteering across the Festival.

We anticipate that the role will run from late January to mid-June

Main Duties
The Volunteers Coordinator's responsibilities include:

1. Lead the recruitment, selection and training of volunteers, with support and guidance from the Programme Producer
2. Ensure all volunteer data is collated and managed in line with data protection regulations.
3. Update and prepare the volunteer handbook and event/task briefing sheets.
4. Collate volunteer requirements from Festival departments.
5. Plan and maintain the volunteers' rota, ensuring that volunteer availability, skills and interests are matched with appropriate events.
6. Maintain accurate and up-to-date volunteer records, including schedules, contact information, volunteer hours, volunteer expenses, and feedback.
7. Organise volunteer events, including the Meet & Greet, induction training and post-Festival thank-you event. Book venues and liaise with providers regarding logistics and arrangements. Coordinate catering and other practical requirements.
8. Support the Programme Producer in developing and planning widening access schemes aimed at increasing volunteer participation through targeted recruitment, tailored training programs, and outreach initiatives focused on underrepresented groups.
9. Lead and develop the Volunteer Buddy Scheme to create volunteering opportunities for people facing barriers to participation and to identify potential partner organisations.
10. Ensure recruitment strategies promote diversity, inclusion, and accessibility for all volunteer applicants
11. Support the Programme Producer in maintaining accurate budget records and tracking volunteers' expenses.
12. Ensure timely and clear communication with volunteers through various channels, including email, phone, and messaging platforms.
13. Attend the start of key volunteer shifts to ensure all volunteers understand their roles and who to ask for support.
14. Evaluate the experience of volunteers and the programme and collate feedback from Festival colleagues on volunteers' performance of particular tasks.
15. Review and update the Volunteers Coordinator's Handbook, incorporating learning and feedback to support the ongoing development of volunteer management practices.

16. 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 post will be part of the First Point of Contact Team for the office and will be expected to answer phones, greet guests and support the Office Manager in day-to-day office operations.

17. Undertake training as identified and agreed with the head of department, which might include health and safety and first aid training.

18. Undertake any other duties which might reasonably be deemed to be within the status of the job and appropriate to the post.

19. Carry out all duties in accordance with appropriate internal and statutory procedures, including our environmental policy.

20. 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

We will use the essential and desirable person specifications to select candidates for interview.

It is **essential** that the Volunteers Coordinator has:

- experience of working with people with varying interests and experience.
- experience of being proactive and using their own initiative at work.
- excellent interpersonal skills.
- experience of setting up and working on events.
- experience of managing a busy workload.
- strong organisation skills and an ability to keep good accurate records.
- excellent verbal and written communication skills.
- a proficiency in Word, Excel and Outlook.

It is also essential that the post holders are available for the busy weeks before during and after the festival, which in 2026 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 Coordinator has:

- experience of planning events/event management.
- 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.
- experience of public speaking
- experience or knowledge of accessibility practices, ensuring events are inclusive and accessible to people of all abilities

NNF 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-keeping with a good attitude to attendance.
- Committed to equality in the workplace.
- Computer literate, including possessing basic word processing and spreadsheet skills.

Terms & Conditions of Employment

This is a full time, fixed term post running from the end of January to mid June 2027

Salary

£27,495 per annum pro rata. In line with Real Living Wage.

Annual Leave

Full-time entitlement for permanent staff is 28 days holiday per year, in addition to bank holidays.

Hours of Work

5 days (37.5 hours excluding breaks) per week. Our usual working hours are 9:30am - 5:30pm, Monday to Friday. 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 will be required,

Pension

Norfolk & Norwich Festival operates an auto enrolment pension scheme.

Place of Work

We generally expect our staff to work from the office for 80% of their contracted hours. The office is based in Norwich Guildhall, a grade I listed building in central Norwich, The Festival also uses a variety of venues throughout Norwich and Norfolk for performances and events.

Travel

You 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.

Notice Period

One weeks notice in writing on either side during the probation period. This increases to one month once the appointment is confirmed.

Equal Opportunities

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.

Special Conditions

The post has been identified as being exempt from the Rehabilitation of Offenders Act (1974) due to the nature of the work undertaken. The post therefore requires a Disclosure & Barring Service Check (previously Criminal Records Bureau), a requirement for the protection of children and vulnerable adults.

How to apply

Application Procedure

Applicants need to complete Norfolk & Norwich Festival's Application Form and Equal Opportunties Monitoring Form.

The Application Form should be submitted, via email, to sava.radulovic@nnfestival.org.uk while the Equal Opportunties Form can be completed online.

Applications will be anonymised for shortlisting, therefore additional documents or links submitted will not be included.

CVs will not be accepted in lieu of an Application Form.

In shortlisting and interviewing, the panel will use the person specification to decide the suitability of candidates.

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.

We understand some applicants will use AI to assist with their proposal. Our experience tells us proposals with an authentic voice are more compelling.

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

If you require the forms in large print or would like a paper copy posting to you please contact sava.radulovic@nnfestival.org.uk.

Applications can also be posted to:

Sava Radulovic
Norfolk & Norwich Festival
Norwich Guildhall
Gaol Hill
Norwich, NR2 1JS

Please mark your envelope PRIVATE AND CONFIDENTIAL, ensuring that you have used sufficient postage.

Application Timeline

- **10am, 16 November: Application deadline.** No applications can be considered after the closing date.

- **20 November: Shortlisted applicants notified.** We will contact shortlisted canadiate to organise an interview. Whilst we would like to contact all applicants about the staus of their submission, with the volumes of applications received that is not always possible.

- **w/c 23 November: Interviews**
  We anticipate that interviews will take place on Monday 23 November November 2026. Please advise us if you are unavailable at this time. Interviews will primarily happen in-person at our offices.
  Queries
  If you have any questions about the post or application process, please contact the Office Manager on 01603 877750 or sava.radulovic@nnfestival.org.uk

Image credit: Malachy Luckie, Dominoes, 2022

Norfolk & Norwich Festival

Norfolk & Norwich Festival (NNF) shares exceptional arts experiences across East Anglia. Through our two main activities – the Festival and Festival Connect & Create – we lead and support celebration, creativity and curiosity in our community to make our part of the world a great place to live, learn, work and play.

Norfolk & Norwich Festival takes place in Norwich and around Norfolk each May. The Festival programme is multi-artform, contemporary, international and audience centred. 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.

Festival Connect & Create (FC&C) activates creative people and cultural communities by connecting leaders, delivering interventions and sharing ideas, knowledge and experiences. We support life-long creative engagement and have a focus to improve the cultural offer for children and young people. Our networks connect teachers, artists, young people and Local Cultural Education Partnerships. We undertake place-based collaborations which give local communities a creative focus and contribute to social renewal. FC&C is a year-round initiative across East Anglia (Norfolk, Suffolk, Cambridgeshire and Peterborough).

All of our work is underpinned by our 'programme principles' – our embrace of:

- art relevant to today, blurring the boundaries between artforms and between art and everyday life.
- 'festival spirit' which we bring to our work to celebrate, to share cultural experiences and to bring our community together
- questions and actions about a changing world, with a focus on: Equality, diversity and inclusion; placemaking; and environmental sustainability

Norfolk & Norwich Festival's goals are:

- to have more people experience and value the arts
- to hold a unique and distinctive arts festival, which supports creative practice and is valued by audiences
- to be a champion for excellence in our cultural offer for all children and young people
- to be embedded in Norfolk and Norwich and to extend our reach and influence across East Anglia and beyond
- to be socially responsible, committed to questions and actions about a changing world
- to have a stable and adaptive business structure with diverse income streams.

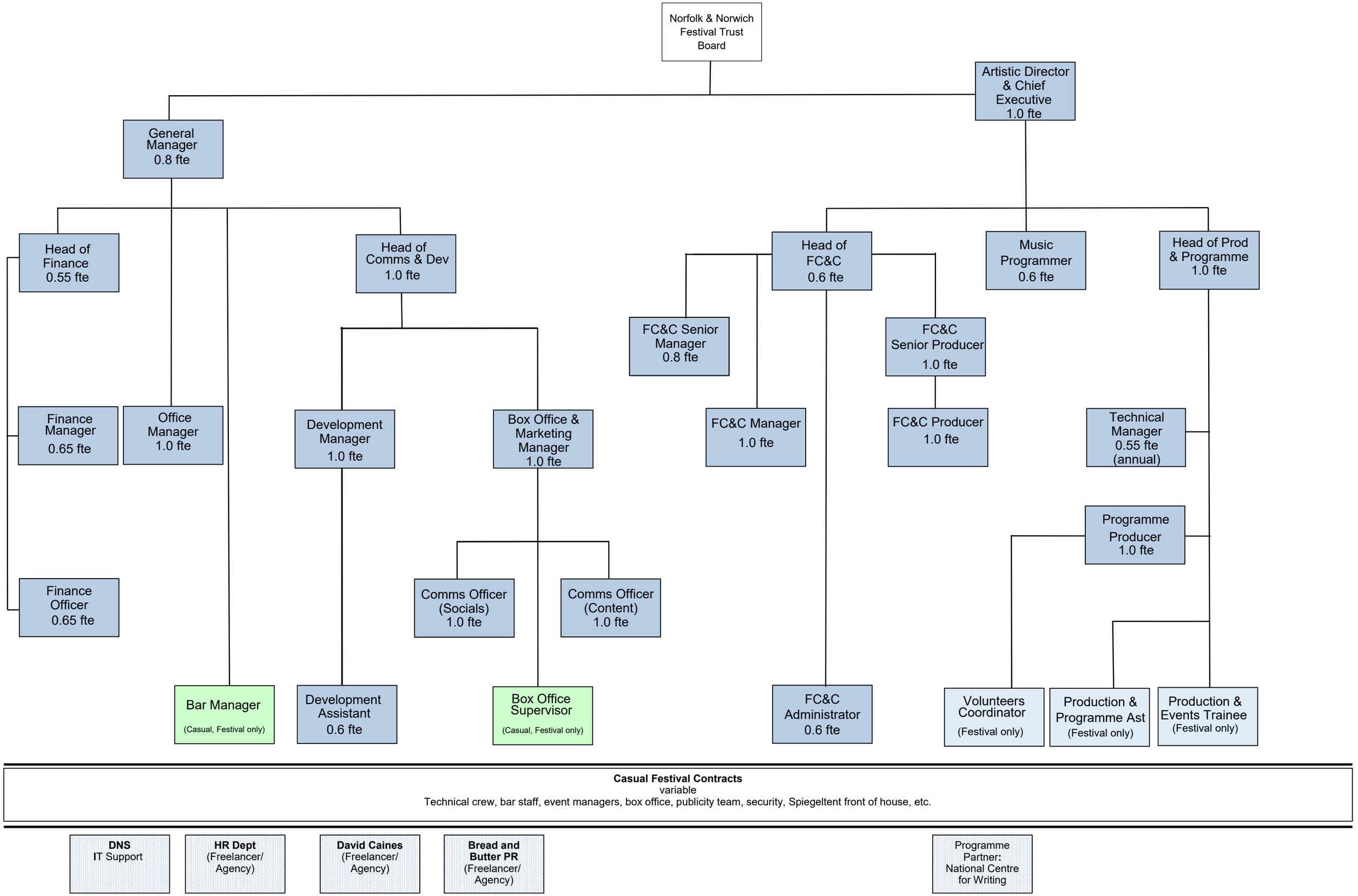
All of our work is underpinned by our core values, which are to be:

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.

Norfolk & Norwich Festival is an Arts Council England National Portfolio Organisation and financially assisted by Norwich City Council and Norfolk County Council. Our annual turnover is around £2.25 million each year. We are a registered Charity.

nnfestival.org.uk

Norfolk & Norwich Festival Organisation Line Management 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 r**ight 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