



## Festival Volunteer Job description

The Festival Volunteers are the smiling and welcoming face of the Festival, greeting and seating ticket holders, and supporting the staff team to deliver the annual celebration of creativity in Buxton.

**Job purpose:** To welcome those attending and performing in the Festival in all our venues through excellent customer service ensuring the welfare, safety and enjoyment of all.

### You need to be:

1. Over 18 years of age.
2. Willing and available to attend training sessions including in person on 5 July 2021.
3. Physically able to stand for long periods and assisting some of our less mobile customers.
4. Willing and able to commit to at least 3 shifts.
5. Punctual and reliable.

### Principal duties and responsibilities:

1. To welcome and see that the needs of our audiences are met, check the validity of tickets, provide directions and assistance as required paying extra attention to those with disabilities.
2. When required and rostered to do so, to be present inside the auditorium remaining vigilant, observing the audience during the performance, to ensure their safety, wellbeing and comfort.
3. In some venues you may be tasked with selling tickets on the door in a temporary box office, or to sell programmes and any other merchandise. When handling cash or using the credit card payment device you must take responsibility for your float and all monies whilst in your possession.
4. Have complete knowledge of the Covid-19 secure protocols, evacuation procedures at venues and your role in carrying them out. Training and PPE will be provided as necessary.
5. When required to do so, at the end of a performance, assist with our Covid-19 protocols including wiping surfaces to ensure the venue is safe for the next event. Training will be provided.

All BIF Volunteers are expected to maintain high standards of customer care in the context of the Festival's core values, to uphold the Equality and Diversity Policy and health and safety standards.

### Other useful information

BIF Volunteer training will be provided online and in person in the weeks leading up to the Festival. This covers a range of skills including Health & Safety and Festival procedures. It is essential that all Festival Volunteers attend this training even if you have volunteered before, due to new Covid-19 protocols. All events will have a Venue Manager on duty.

Volunteers often get to see and hear part (rarely all) of the shows they work on. However, this can not be guaranteed, so if there is a show that you really want to attend, please attend as a visitor.

Dress code: BIF will supply a waistcoat, lanyard/badge, and face mask to compliment your smart attire and clearly identify you as a member of the BIF team.