

Publicity Distribution (Voluntary)

Team: Marketing and Distribution

Reports to: Designated Lead for Marketing and Distribution

Time: June to October

Location: Wensleydale, Swaledale, Coverdale, Nidderdale, Wharfedale, Darlington, Harrogate

Objective: Supports the efficient and effective marketing of the Festival. Identifies locations for posters and brochures to be displayed. Distributes them to the locations and keeps supplies replenished.

Duties:

- Always maintain a professional and courteous demeanour acting as an ambassador for the Festival and BlueBoxt Creative.
- Address and resolve any complaints or issues promptly and courteously.
- Adhere to health and safety regulations and relevant legislation, ensuring that distribution is done in a safe and planned manner which does not put individuals or the organisation at risk.
- Communicate with and support other team members to ensure the most efficient use of time and cost-effective and environmentally sensitive use of available resources.
- Put up posters in, but not limited to, noticeboards, cafes, bus stops, tourist information offices, venues.
- Record where the posters are displayed.
- Distribute brochures in, but not limited to, tourist information offices, leaflet racks in pubs, hotels and B&Bs, bookshops, cafes, restaurants, music shops, holiday cottage agencies, tourist shops, caravan parks, libraries, golf clubs, other sports clubs.
- Regularly replenish supplies of brochures at your locations.
- Record where brochures have been left and when they are replenished.
- Record mileage and claim any expenses in a timely manner as agreed in advance.
- After the festival, is proactive in the removal and recycling of any posters, brochures and banners.
- Provide regular updates on progress to the festival lead for Marketing and Distribution.
- Report incidents and observations to the festival lead for Marketing and Distribution so they can be monitored, acted upon and changes implemented, as required.
- Participate and attend team briefings and training sessions to improve safety procedures and to stay updated on policies, procedures, and upcoming events.

Artist Liaison (Voluntary)

Team: Front of House

Reports to: Designated Lead for Front of House

Location: Performance venues

Time: 1.5 hours (variable) before the performance, during the performance, 1.5 hours (variable) after the performance

Objective: Provide excellent customer service, maintain a safe and welcoming environment, and support other team members to ensure the smooth running of the Festival. Ensure the artist's Festival experience is a safe, relaxed, professional and enjoyable experience.

Duties:

- Always maintain a professional and courteous demeanour acting as an ambassador for the Festival and BlueBoxt Creative.
- Address and resolve any customer complaints or issues promptly and courteously.
- Encourage and facilitate proper waste disposal and recycling among attendees.
- Act as the point of contact for the artists and respond to any queries and requests they may have.
- Meet and greet the artists on arrival.
- Liaise with the Duty Committee Member, Master of Ceremonies, Front of House and Technical Teams to ensure the event runs safely, smoothly and to schedule.
- Ensure artists have the necessary support from the festival delivery teams for set-up, staging, sound checks, performance and get-out.
- Ensure that the artists have access to water and other refreshments as agreed.
- Monitor and manage artist behaviour to prevent disturbances and ensure a pleasant experience for all attendees.
- Ensure that the artists and their equipment get away from the venue at the end of the performance.
- Assist with the setup and clean-up of the performance and backstage areas before and after performances, ensuring the venue is tidy and ready for the next event.
- Help maintain a clean, tidy and safe event environment, addressing any litter or spills promptly.
- Manage lost and found items, ensuring they are properly logged and stored until claimed.
- Be familiar with and enforce the festival/venue emergency procedures, including evacuation plans.
- Provide basic first aid assistance, if necessary, and coordinate with emergency services. Report and complete incident/ accident forms, as required, before leaving the event.
- Report incidents and observations to the Lead for Front of House so they can be monitored, acted upon and changes implemented, as required.
- Participate and attend team briefings and training sessions to improve customer experience, safety procedures, and knowledge of event operations and to stay updated on policies, procedures, and upcoming events.
- Any other duties requested by the organisers of the event.

Event Steward (Voluntary)

Team: Front of House

Reports to: Designated Lead for Front of House

Location: Performance venues

Time: 45 minutes before the performance, during the performance, and 15 minutes after the performance

Objective: Provide excellent customer service, maintain a safe and welcoming environment, and support other team members to ensure the smooth running of the festival. Make the attendees feel welcome and respected and assist them in having a positive festival experience.

Duties:

- Always maintain a professional and courteous demeanour acting as an ambassador for the Festival and BlueBoxt Creative.
- Address and resolve any customer complaints or issues promptly and courteously.
- Encourage and facilitate proper waste disposal and recycling among attendees.
- Adhere to health and safety regulations, ensuring the safety and enjoyment of all attendees (audience, artists and volunteers).
- Welcome audience and artists during their visit. Provide directions and information as required to ensure the flow of people throughout the venue is managed.
- Support team members as guests arrive and depart, check their tickets, signpost and guide them to their seats.
- Assist individuals with special needs, including those with disabilities or mobility requirements.
- Ensure that the audience is seated promptly to allow the performance to start on time.
- Respond to audience queries about the festival and performances.
- Monitor and manage audience behaviour to prevent disturbances and ensure a pleasant experience for all attendees.
- Be familiar with and enforce the festival/venue emergency procedures, including evacuation plans.
- Provide basic first aid assistance, if necessary, and coordinate with emergency services. Report and complete incident/ accident forms, as required, before leaving the event.
- Hand out event programs, flyers, or other informational materials as needed.
- Assist with the setup and clean-up of the venue before and after performances, ensuring the venue is tidy and ready for the next event.
- Help maintain a clean, tidy and safe event environment, addressing any litter or spills promptly.
- Manage lost and found items, ensuring they are properly logged and stored until claimed.
- Report incidents and observations to the Lead for Front of House so they can be monitored, acted upon and changes implemented, as required.
- Participate and attend team briefings and training sessions to improve customer experience, safety procedures, and knowledge of event operations and to stay updated on policies, procedures, and upcoming events.

- Any other duties requested by the organisers of the event.

Refreshments Staff (Voluntary)

Team: Front of House

Reports to: Designated Lead for Front of House

Location: St. Matthew's Church

Time: 45 minutes before the performance, during the performance, and 15 minutes after the performance

Objective: Provide excellent customer service, maintain a safe and welcoming environment, and support other team members to ensure the smooth running of the festival. Monitor refreshment supplies and provide friendly assistance to people with self-service, and service.

Duties:

- Always maintain a professional and courteous demeanour acting as an ambassador for the Festival and BlueBoxt Creative.
- Address and resolve any customer complaints or issues promptly and courteously.
- Adhere to health and safety regulations, ensuring that all preparation and serving areas are hygienic and compliant.
- Encourage and facilitate proper waste disposal and recycling among attendees.
- Prior to doors opening, set up the beverages, food, cups, plates, napkins etc. and garbage/recycling.
- During the event, maintain the beverages, food and supplies in the refreshment area.
- Keep the refreshment area clean and tidy, including moving garbage and recycling to the appropriate bins/collection points.
- Assist attendees in accessing the refreshment provision including those with special needs, disabilities, or mobility requirements.
- Take payment for refreshments, and donations, in cash or by card. Issue change and receipts as required.
- Monitor and manage audience behaviour to prevent disturbances and ensure a pleasant experience for all attendees.
- After the performance, sort and remove garbage and recycling.
- Be familiar with and enforce the festival/venue emergency procedures, including evacuation plans.
- Provide basic first aid assistance, if necessary, and coordinate with emergency services. Report and complete the incident/ accident forms, as required, before leaving the event.
- Manage lost and found items, ensuring they are properly logged and stored until claimed.
- Report incidents and observations to the Lead for Front of House so they can be monitored, acted upon and changes implemented, as required.
- Participate and attend team briefings and training sessions to improve customer experience, safety procedures, and knowledge of event operations and to stay updated on policies, procedures, and upcoming events.
- Any other duties requested by the organisers of the event

Bar Staff (Voluntary)

Team: Front of House

Reports to: Designated Lead for Front of House and the Event/Personal Licence Holder

Location: St. Matthew's Church

Time: 45 minutes before the performance, during the performance, and 15 minutes after the performance

Objective: Provide excellent customer service, maintain a safe and welcoming environment, and support other team members to ensure the smooth running of the festival. Monitor drinks supplies and provide a friendly and efficient bar service.

Duties:

- Always maintain a professional and courteous demeanour acting as an ambassador for the Festival and BlueBoxt Creative.
- Address and resolve any customer complaints or issues promptly and courteously.
- Encourage and facilitate proper waste disposal and recycling among attendees.
- Adhere to health and safety regulations, ensuring that all drink preparation and serving areas are hygienic and compliant.
- Follow all licensing laws and regulations related to the sale and service of alcohol.
- Verify the age of customers to ensure compliance with legal drinking age requirements.
- Monitor customer alcohol consumption and act responsibly to prevent over-serving and manage any issues related to intoxication.
- Prior to doors opening, set up the drinks, glasses and garbage/recycling.
- During the event, maintain an organized bar area and replenish the drinks stock and clean glasses.
- Keep the bar area clean and tidy, including moving garbage and recycling to the appropriate bins/collection points.
- Serve the attendees with wine poured into measure marked glasses, bottled beer, canned and bottled soft drinks.
- Take payment for drinks, refreshments, and donations, in cash or by card. Issue change and receipts as required.
- After the performance, sort and remove garbage and recycling.
- Be familiar with and enforce the festival/venue emergency procedures, including evacuation plans.
- Provide basic first aid assistance, if necessary, and coordinate with emergency services. Report and complete incident/ accident forms, as required, before leaving the event.
- Manage lost and found items, ensuring they are properly logged and stored until claimed.
- Report incidents and observations to the Lead for Front of House and/or Event/ Personal Licence Holder so they can be monitored, acted upon and changes implemented, as required.
- Participate and attend team briefings and training sessions to improve customer experience, safety procedures, and knowledge of event operations and to stay updated on policies, procedures, and upcoming events.
- Any other duties requested by the organisers of the event.

Meet & Greet Staff (Voluntary)

Team: Front of House

Reports to: Designated Lead for Front of House

Location: Performance venues

Time: 45 minutes before the performance

Objective: Provide excellent customer service, maintain a safe and welcoming environment, and support other team members to ensure the smooth running of the festival. Make the attendees feel welcome and respected and assist them in having a positive festival experience.

Duties:

- Always maintain a professional and courteous demeanour acting as an ambassador for the Festival and BlueBoxt Creative.
- Address and resolve any customer complaints or issues promptly and courteously.
- Encourage and facilitate proper waste disposal and recycling among attendees.
- Adhere to health and safety regulations, ensuring the safety and enjoyment of all attendees (audience, artists and volunteers).
- Welcome audience and artists during their visit.
- On guest arrival, request the name of the ticket holder and tell the registration desk the name to speed up registration.
- Support team members as guests arrive and depart, check their tickets, signpost and guide them to the registration desk and their seats.
- Provide directions and information as required to ensure the flow of people throughout the venue is managed.
- Assist individuals with special needs, including those with disabilities or mobility requirements.
- Ensure that the audience is seated promptly to allow the performance to start on time.
- Respond to audience queries about the festival and the performances.
- Monitor and manage audience behaviour to prevent disturbances and ensure a pleasant experience for all attendees.
- Be familiar with and enforce the festival/venue emergency procedures, including evacuation plans.
- Provide basic first aid assistance, if necessary, and coordinate with emergency services. Report and complete the incident/ accident forms, as required, before leaving the event.
- Assist with the setup and clean-up of the venue before and after performances, ensuring the venue is tidy and ready for the next event.
- Help maintain a clean, tidy and safe event environment, addressing any litter or spills promptly.
- Manage lost and found items, ensuring they are properly logged and stored until claimed.
- Report incidents and observations to the Lead for Front of House so they can be monitored, acted upon and changes implemented, as required.

- Participate and attend team briefings and training sessions to improve customer experience, safety procedures, and knowledge of event operations and to stay updated on policies, procedures, and upcoming events.
- Any other duties requested by the organisers of the event.

Box Office/ Registration Staff (Voluntary)

Team: Front of House

Reports to: Designated Lead for Front of House

Location: Performance venues

Time: 45 minutes before the performance, during the performance, and 15 minutes after the performance.

Objective: Provide excellent customer service, maintain a safe and welcoming environment, and support other team members to ensure the smooth running of the festival. Make the audience feel welcome and respected and efficiently process their entrance to the performance.

Duties:

- Always maintain a professional and courteous demeanour acting as an ambassador for the Festival and BlueBoxt Creative.
- Address and resolve any customer complaints or issues promptly and courteously.
- Encourage and facilitate proper waste disposal and recycling among attendees.
- Adhere to health and safety regulations, ensuring the safety and enjoyment of all attendees (audience, artists and volunteers).
- Ensure the registration desk has the necessary paperwork and equipment set up prior to doors opening.
- Welcome the audience members as they come to the desk.
- Register all ticket holders as they enter the venue. This register is an important risk management tool since it provides the information of who is in the building should an emergency occur requiring evacuation.
- Sell any available tickets to walk in audience members and add them to the register.
- Take payment for sales, and donations, in cash or by card. Issue change and receipts as required.
- Record the sales for revenue tracking.
- Provide information and direct audience members to the bar, refreshments, facilities and seating areas.
- Assist individuals with special needs, including those with disabilities or mobility requirements.
- Collect all paperwork associated with the performance and hand in to the Duty Committee Member or Lead for Front of House.
- Ensure that the audience is seated promptly to allow the performance to start on time.
- Respond to audience queries about the festival and the performances.
- Be familiar with and enforce the festival/venue emergency procedures, including evacuation plans.

- Provide basic first aid assistance, if necessary, and coordinate with emergency services. Report and complete the incident/ accident forms, as required, before leaving the event.
- Manage lost and found items, ensuring they are properly logged and stored until claimed.
- Assist with the setup and clean-up of the venue before and after performances, ensuring the venue is tidy and ready for the next event.
- Help maintain a clean, tidy and safe event environment, addressing any litter or spills promptly.
- Report incidents and observations to the Lead for Front of House so they can be monitored, acted upon and changes implemented, as required.
- Participate and attend team briefings and training sessions to improve customer experience, safety procedures, and knowledge of event operations and to stay updated on policies, procedures, and upcoming events.
- Any other duties requested by the organisers of the event.

Entrance/Exit Safety Steward (Voluntary)

Team: Front of House

Reports to: Designated Lead for Front of House

Location: St. Matthew's Church

Time: 45 minutes before the performance, during the performance, and 15 minutes after the performance

Objective: Provide excellent customer service, maintain a safe and welcoming environment, and support other team members to ensure the smooth running of the festival. Make the audience feel welcome and respected and efficiently process their entrance to the performance. Assist people entering and exiting the church especially on the steps and/or in poor lighting conditions.

Duties:

- Always maintain a professional and courteous demeanour acting as an ambassador for the Festival and BlueBoxt Creative.
- Address and resolve any customer complaints or issues promptly and courteously.
- Encourage and facilitate proper waste disposal and recycling among attendees.
- Adhere to health and safety regulations, ensuring the safety and enjoyment of all attendees (audience, artists and volunteers).
- Welcome audience members as they arrive.
- Alert people to the hazard of uneven and unexpected steps.
- Assist people, as necessary, navigating the steps into or out of the reception and porch areas of the church.
- Assist individuals with special needs, including those with disabilities or mobility requirements. Portable ramps are provided by the venue and there is level access entry via the Vestry.
- Say goodbye to audience members as they leave.
- Monitor and manage audience behaviour to prevent disturbances and ensure a pleasant experience for all attendees.
- Respond to audience queries about the festival and the performances.
- Be familiar with and enforce the festival/venue emergency procedures, including evacuation plans.
- Provide basic first aid assistance, if necessary, and coordinate with emergency services. Report and complete the incident/ accident forms, as required, before leaving the event.
- Assist with the setup and clean-up of the venue before and after performances, ensuring the venue is tidy and ready for the next event.
- Help maintain a clean, tidy and safe event environment, addressing any litter or spills promptly.
- Manage lost and found items, ensuring they are properly logged and stored until claimed.
- Report incidents and observations to the Lead for Front of House so they can be monitored, acted upon and changes implemented, as required.
- Participate and attend team briefings and training sessions to improve customer experience, safety procedures, and knowledge of event operations and to stay updated on policies, procedures, and upcoming events.

- Any other duties requested by the organisers of the event.

Person Specification and Attributes for Voluntary Roles with BlueBoxt Creative and Performing Arts.

Voluntary roles at BlueBoxt require specific personal attributes and skills to ensure a positive experience for all participants/ attendees and the safe, smooth operation and enjoyment of the events and activities we provide. These attributes help ensure that voluntary staff can provide excellent service, maintain safety, and contribute positively to the overall success of the provision and the Charity.

We want to work with you to ensure your time with us is a rewarding and fulfilling experience. We don't expect you to meet all the attributes and we will be flexible and adaptable to support your contribution and development as required.

Listed below are the key attributes and qualifications that are typically desirable for these types of voluntary roles:

1. Customer Service Skills

- **Friendly and Approachable:** A warm and welcoming demeanour to create a positive first impression for attendees (audiences, artists and volunteers).
- **Communication Skills:** Clear and effective communication, both verbal and non-verbal, to assist and guide attendees.
- **Patience and Empathy:** The ability to handle a variety of customer interactions with patience and understanding.

2. Interpersonal Skills

- **Teamwork:** The ability to work well within a team, coordinating with other staff members to ensure smooth operations.
- **Conflict Resolution:** Skills to manage and resolve conflicts or difficult situations calmly and effectively.

3. Reliability and Punctuality

- **Dependability:** Consistent attendance and reliability, especially during busy event times.
- **Time Management:** The ability to manage time effectively, ensuring punctuality and efficient completion of tasks.

4. Attention to Detail

- **Observant:** The ability to notice small details that can impact customer experience or safety.
- **Accuracy:** Ensuring tasks such as ticket checking and seating arrangements are done correctly.

5. Flexibility and Adaptability

- **Adaptable:** Willingness to adapt to changing situations and handle a variety of tasks as needed.
- **Proactive:** The ability to anticipate needs and act proactively to address them.

6. Physical Stamina

- **Endurance:** The ability to stand for long periods and move around the venue as required.
- **Mobility:** Being physically able to assist with setting up and breaking down event setups.

7. Problem-Solving Skills

- **Quick Thinking:** The ability to think on your feet and solve problems quickly and effectively.

- **Resourcefulness:** Using available resources to address and resolve issues as they arise.

8. Safety Awareness

- **Health and Safety Knowledge:** An understanding of basic health and safety procedures relevant to the role.
- **Emergency Preparedness:** Being prepared to act in accordance with emergency procedures and guide attendees safely.

9. Professionalism

- **Appearance:** Maintaining a neat and presentable appearance in line with the organization's standards.
- **Conduct:** Professional behaviour that represents the organization positively at all times.

10. Willingness to Learn

- **Training Participation:** Eagerness to participate in training sessions and improve skills.
- **Feedback Acceptance:** Open to receiving feedback and using it to enhance performance.

Additional Attributes for Theatre Stewards

- **Interest in the Arts:** A genuine interest in creative and performing arts can enhance the ability to engage with participants and attendees.
- **Knowledge of the Venue:** Familiarity with the venue's layout, history, and available events and activities on offer to the local community.
- **Event Awareness:** Understanding the specific nature of different events and activities to provide the relevant assistance (e.g. Coffee Morning, Concert, Workshop).
- **Crowd Management Skills:** Ability to manage large groups of people efficiently and safely.

