

## FRINGE BY THE SEA VOLUNTEER POLICY



### 1. Introduction to the organisation and why volunteers are involved

Fringe by the Sea (FBTS) is a not for profit, multi arts festival which runs every year in August in North Berwick. The festival programme covers music, comedy, literature, family events, film, conversation and more with established acts featuring alongside local and emerging talent.

With its roots firmly in the local community, the festival has historically attracted a close-knit group of volunteers who have helped deliver the event and built its reputation for being relaxed and welcoming.

Under new stewardship as of 2018, the festival has doubled in size - attracting 20,000 people to 160 events over ten days - and as such requires a bigger team of volunteers to play a crucial role in delivery to ensure high standards of customer and performer satisfaction are maintained and audiences return year on year.

### 2. Vision and mission for volunteering

FBTS aims to attract a team of enthusiastic and dedicated volunteers in order to play a crucial role in producing the festival and delivering excellent standards of customer service to ensure our audiences have an enjoyable and memorable time.

FBTS aims to offer our volunteers the chance to gain comprehensive experience of arts events management and production.

Putting on 160 events over ten days requires a great deal of focused effort for our small team, and we aim to provide a supportive environment to enable each volunteer to be their best and do their best.

### 3. The role of staff in delivering volunteering

FBTS director Rory Steel leads the team and takes a hands-on role during festival production and delivery with support from General Manager Jackie Shuttleworth, Production Manager Ali Wales, Operations Manager Julia Albert Recht and a small team involved in production and operations. Staff are well aware of the crucial role volunteers play, and all staff have close working relationships with volunteers during the festival period.

### 4. Volunteer roles

- a. Box office sales
- b. Setting up venues
- c. Clearing down venues
- d. Artist liaison
- e. Crowd management / stewarding duties
- f. Ticket management of events
- g. General on site tasks

## 5. Matching the right volunteers to the right roles

The majority of our volunteers will take on duties across all the roles as we are a small, multi-tasking team.

At the offset, we meet each of our volunteers face to face for a discussion about what's expected in the volunteer role. At this point we aim to find out if there is anything they are unable or unwilling to do, and we work around that as necessary in our volunteer rota schedules. We also take into consideration, wherever possible, roles that will support volunteers' future ambitions or needs.

## 6. Equality, diversity and inclusion

FBTS is committed to embracing diversity and promoting equality and inclusion and we welcome applications from all.

## 7. Positive induction and training

All volunteers will undergo comprehensive volunteer induction training which includes: introduction to the festival, festival programme, tour of the festival site and other venues where appropriate, introduction to staff and partners, outline of roles and responsibilities, outline of rotas/shifts, expectation on conduct and confidentiality, feedback channels, health and safety training, crisis management plan.

All volunteers are equipped with a FBTS uniform, and equipment to carry out their roles as required.

## 8. Health & Safety and Insurance

Volunteers are covered by our insurance policy which is with Event Insurance Services. A copy of this document is available to volunteers to view if required.

Our health and safety policy details specific safety guidelines and also details a risk assessment for the various roles on site as well as crisis management roles and responsibilities.

## 9. Expenses

We can if required cover travel expenses up to an agreed amount per shift. Volunteers can claim additional benefits such as free entry to non-sold out shows.

## 10. Saying thank you

FBTS has a huge appreciation for our volunteers and greatly values their contribution. If our volunteers are in agreement, we post pictures of them celebrating their contribution on our social media channels. We also have a 'thank you' party once the festival has finished.

## 11. Managing challenging situations

Any challenging situation should be reported as quickly as possible to the senior staff member on duty (likely to be the Volunteer Coordinator, but failing that, one of the Directors or the General Manager).

We will also have regular huddles/meetings throughout each day of the festival where volunteers can raise points of concern or issues. They can also share feedback or ways of working with other volunteers and staff members.

Any complaints made about volunteers and staff must be reported to the senior staff member on duty.

## 12. Confidentiality

Volunteers at FBTS may be party to information or activities that should be kept confidential and it is important that volunteers understand the importance of confidentiality and their responsibility on this. This includes confidentiality in relation to use of social media. Failure to keep confidentiality could be considered a serious matter and may result in the volunteer being asked to stop volunteering.

Volunteer records will be stored and accessed in a way that complies with data protection legislation.

## 13. Photography

We are keen to record volunteer activity through photography. These will be taken by staff members or official FBTS photographers. All volunteers will be asked for permission before their images are used. Images will be stored in line with regulations.

## 14. Social Media

Volunteers using social media should remain respectful to FBTS, staff, other volunteers and sponsors, performers and audience members. Volunteers are not expected to use social media as part of their role at FBTS. All private accounts should be kept separate from those within the organisation.

## 15. Endings

If volunteers wish to end volunteering before the festival duration, we ask that they advise the senior staff member on site at the festival, and also provide a handover of their current duties before they leave the volunteer role.

At the end of the festival duration, FBTS can provide references as appropriate.

## 16. Review

After the festival we will ask all volunteers to submit feedback on what worked well, and what could have been better plus their overall volunteering experience. We will also hold a wrap up session where people can put views forward.