

LIVERPOOL IRISH FESTIVAL

VOLUNTEER INFORMATION PACK

Welcome to *Liverpool Irish Festival*. We are proud of what our volunteers have helped us to achieve. This year's festival is set to be our best with over 50 events including exhibitions, events and over 100 artists, performers and academics showing their work across a 10 day period.

In short the *Liverpool Irish Festival* aims to bring Liverpool and Ireland closer together through arts and culture. It does this by creating an annual moment in October that draws on the history, culture and art of Liverpool, Ireland and the Liverpool Irish, pulling from all aspects of the diaspora, celebrating Irishness and its multiple meanings. Established in 2002, the festival has moved from strength to strength, working in partnership with most of the cultural, artistic and social centres of the city. The festival is open to everyone and anyone and with a high number of free events we aim to keep and promote open access, without barriers, to people of all ages and backgrounds.

2017's *Liverpool Irish Festival* runs from Thurs 19–Sun 29 Oct 2017, and we have a wide range of activities that need your support, beginning with our launch and exhibition previews to the closing sessions. For a full programme of events and exhibitions please go to www.liverpoolirishfestival.com. This volunteer information pack contains information on

- festival venues
- volunteer duties
- dates of shifts
- the volunteer agreement
- a link to the online application form.

If you need a hard copy, you are able to collect these at agreed times from the head office at Northern Lights (5 Mann Street, Liverpool L8 5AF) or have a PDF emailed to you, if online form filling is problematic for you. Please email us on info@liverpoolirishfestival.com or call the festival mobile on +44 (0) 7804 286 145.

Upon receipt of a satisfactory application form we will send out a volunteer code of conduct and policy agreement, which we will need you to sign and bring with you to your first festival meeting. We will be holding 'getting to know you' sessions in advance of the festival delivery. These meetings will cover

- meeting the festival team
- getting to know the volunteer team
- learning about the artists and their work
- discussing about the festival programme and schedule and the aims and objectives of the 2017 festival.

Proposed meeting dates will be circulated nearer the time. It would be great if you could attend all of the meetings. If you find that these dates are unsuitable, but you would still like to volunteer, please let us know by confirming attendance in an email to info@liverpoolirishfestival.com or by calling the festival mobile +44 (0) 7804 286 145.

What's in it for you?

Our primary aim at the *Liverpool Irish Festival* is to provide our volunteers with an enjoyable, interesting experiential and interactive experience. We hope that during your volunteering experience you will

- gain experience in festival delivery and delivering front-of-house services
- meet new people, artists and practitioners
- develop essential and transferable skills for your CV and knowledge of national and international practices
- meet and engage in exhibitions, events and/or workshop delivery.

To show our gratitude for your time with us, we will provide you with

- a reference for future employees, where requested
- an invitation to all festival exhibitions and events (where ticketing is not an issue)
- an invitation to the official festival opening/closing sessions.

Festival venues

Although the festival is taking place across the city, the following venues are where your volunteering shifts will most likely take place:

81 Renshaw Street	81 Renshaw Street, L1 2SJ
Arts Club	90 Seel Street, L1 4BH
Bluecoat	School Lane, L1 3BX
Bluecoat Display Centre	50-51 College Lane, L1 3BZ
Eleanor Rathbone Theatre, University of Liverpool	74 Bedford Street, L69 7ZQ
Everyman Theatre, Street Café	Hope Street, L1 9BH
FACT (Picture House at FACT)	88 Wood Street, L1 4DQ
Handyman Supermarket	461 Smithdown Road, L15 3JL
Invisible Wind Factory	3 Regent Road, L3 7DS
Kelly's Dispensary	154-158 Smithdown Road, L15 3JR
Liverpool Central Library	William Brown Street, L3 8EW
Liverpool Irish Centre (formerly St Michael's Irish Centre)	6 Boundary Lane, L6 5JG
Liverpool Metropolitan Cathedral	Mount Pleasant, L3 5TQ
Liverpool Music Tours meeting point	Could vary, but is often upstairs at the Liverpool Philharmonic Dining Rooms
Liverpool Philharmonic, the Music Room	Hope Street, L1 9BP
Museum of Liverpool	Pier Head, L3 1DG
Peter Kavanagh's	2-6 Egerton Street. L8 7LY
Scotland Road walk meeting point	Juvenal/Grosvenor Street, L3 3BB
South Heritage walk meeting point	Leece Street/St Luke's Church and Gardens
The Caledonia	22 Caledonia Street (corner of Catherine Street), L7 7DX
The Capstone	17 Shaw Street, L6 1HP
The Edinburgh	4 Sandown Lane, L15 8HY
The Florrie	377 Mill Street, L8 4RF
The Magnet	45 Hardman Street, L1 9AS
The Unity	1 Hope Place, L1 9BG
The Vines	81 Lime Street, L1 1JQ
World Museum (includes Treasure House Theatre)	William Brown Street, L3 8EN

Some shifts may be outdoors and will be dependent upon the weather. It is your responsibility to ensure that you can find these venues and arrive on time for your shift.

Dates and shifts

The maximum shift length is 4 hours. Due to the nature of our events programme, some shifts will require between 1.5 hours and 4 hours. Wherever possible, we will aim to place our volunteers in pairs. In advance of the festival, you will be asked to select shifts from a rota. Each shift begins half-an-hour before an event start time.

Volunteering duties

Volunteering for the festival is a public facing role, which involves liaising with visitors and in-house teams at venues. Your primary role will be to make sure that artwork is and/or members of the public are safe and secure; supply information regarding the exhibition/event you are assigned to and to share information about the festival. You will answer questions to the best of your ability, and if answers are not known to you, you will direct visitors to venue or other festival staff and be helpful.

During your shift we would like you to count the number of visitors or participants, record demographics, encourage visitors to give feedback and record it and support visitors in engaging with our social media. During events we ask you to support the festival team by being helpful, self-sufficient and assisting when needed.

Volunteering requires great interpersonal skills as you will be working with range of different people, venue staff, the public, artists, reporters and – of course – other volunteers. You will be the face of the festival, so we encourage you to be friendly, polite, warm and welcoming.

General conduct

In person: a face of the *Liverpool Irish Festival* team

When you're volunteering please remember this. You might be the first person someone meets who's from *Liverpool Irish Festival*. To them, you ARE the festival. They might never meet anyone else in the team. So be to them as you would hope a volunteer might be to you. *Liverpool Irish Festival* is friendly, lively and inclusive and that's what the face of the festival needs to be. Be patient, polite, courteous and all the things you'd want a festival face to be. You are our representative; you're a face of the festival. The volunteer agreement below, expands on this, but in general common sense and civility will see you through!

Online

Like every other cultural festival, social media is a major way we talk to our audience. As our volunteers and festival outreach, we'd be delighted if you would and could use your social media accounts to promote and talk about the festival programme and your involvement. However, when it's clear you're a volunteer and part of the festival, we need to you to read and observe the following principles.

Volunteers are more than welcome to associate themselves with the festival when they post, but please brand your posts as personal and your own. The festival cannot be held responsible for any repercussions your content might generate. Please enter into discourse (it's what social media is for!), but keep it courteous, honest and polite.

Volunteers may not disclose anything to do with financial or operational festival information. If you're party to any sensitive festival information, anything we give you that's for your eyes only, please don't share this outside the festival. Please don't share anything about artists' plans, or internal operations unless you know we're happy for you to do so.

Respect opinions! If someone posts something about the festival that you disagree with, it can be easy to wade in 'all guns blazing' (we're half tempted to sometimes), but please take a breath, step back and if you still have to say something, be nice. Sometimes people need to offload and we must give them the space to do it within freedom of speech. It doesn't mean they're right, but becoming involved can enflame the initial post beyond reason.

Liverpool Irish Festival maintains the right to ask for any volunteer response on social media to be edited, or deleted, if it brings the festival into disrepute and it will come as zero surprise that any post that includes any racial, ethnic, religious or similar slur will not be tolerated.

To help spread the good news, it would be beneficial for you to use our hashtags, which this year include:
#LivIrishFest #madfortrad #madfornew #invisiblewomen

Continue reading for *The Volunteer Agreement*.

The volunteer agreement

This Volunteer Agreement describes the arrangement between *Liverpool Irish Festival* and its volunteers. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding. The Festival will agree your duties and conditions with you before undertaking specific roles, functions or services. This agreement should be reviewed per festival and copies of applications should be held by the Festival Manager and you.

You will need to reapply each festival, as the delivery of each alters, insurances change and your time commitments and circumstances need reviewing as the festival moves forward.

Part 1: the organisation

Your role as a volunteer will be arranged with you following your application. You will be given a start date, shifts and you will know where to arrive and what will be expected. This volunteering role is designed to support the *Liverpool Irish Festival* promote its programme across a number of venues, keeping people and work safe and adding to the overall delivery and quality of the festival. We are there to support the venues and be of assistance where we are needed.

Volunteers can expect the *Liverpool Irish Festival* to provide:

1. Induction and training

To provide a thorough induction on the work of its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role.

2. Supervision, support and flexibility

To explain the standards we expect for our services and to encourage and support you to achieve and maintain them;

To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems;

To do our best to help you develop your volunteering role with us;

The person to whom you will be directly responsible is the Festival Manager.

3. Expenses

Only expenses agreed in advance with the Festival Director, and for which receipts can be provided, will be reimbursed. This will include travel from home*, to the event and home again, using methods of public travel costs and/or car mileage in means agreed in advance.

* By home, we anticipate volunteers ordinarily volunteering from the local area using public transport. If you are considering volunteering from further afield (i.e., more than 10 miles away) please consult us on your expenses expectation in advance so we can consider our budgets.

As single shifts are only 4 hours, *Liverpool Irish Festival* would not expect to provide expenses cover for food. Individual and bespoke offers may be made if multiple shifts are covered or where events involve food, again these would normally be agreed in advance. Please keep all your receipts to give to us when we reimburse your expenses.

4. Health and safety

To provide adequate training and feedback in support of our health and safety policy, a copy of which will be provided.

5. Insurance

To provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by us.

6. Equal opportunities

To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which will be provided.

7. Problems

To try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us;

In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedure set out here. If the complaint or difficulty cannot be resolved by the Manager, the employee has a right of appeal to the Board;

Complaints or difficulties will be dealt with by the Manager as soon as possible, but must be considered within 5 working days of the grievance being brought to his/her attention. If the matter proceeds to Board level, the Board will consider the matter within two weeks of it being brought to its attention, and will communicate its decision as soon as possible.

Part 2: the Volunteer

Further to the guidance about general conduct above, *Liverpool Irish Festival* will expect you:

To help *Liverpool Irish Festival* fulfil its aims and event delivery protocols;

To perform your volunteering role to the best of your ability;

To follow the organisation's procedures and standards, including health and safety, safeguarding children and vulnerable adults, and equal opportunities, in relation to its staff, volunteers and clients. It does not expect you to know these rights by rote, but believes you should understand common sense approaches to good guides of conducts, treating people with equity and presenting a professional appearance and manner;

To maintain the confidential information of the organisation and of its clients;

To meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible;

To provide referees as agreed who may be contacted and to agree to a Disclosure and Barring check being carried out where necessary.

This agreement is binding in honour only and is not a legally binding contract between us. It may be cancelled at any time at the discretion of either party. The submission of an application and its acceptance is an honourable agreement, rather than a legal one, and may be cancelled at any time by either party and it cannot nor will be regarded by either party as an employment relationship. Submitting your application suggests to the *Liverpool Irish Festival* that you have read the relevant policies referred to herein and that you understand it is your duty to protect any child, young person or vulnerable adult with whom the festival brings you in to contact. In advance of submitting your application you have considered what action you will take if abuse is discovered or disclosed.

Submitting your application

Please complete the online form, [using this link](#) 

If you require any more information please email info@liverpoolirishfestival.com