

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 130 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 using 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 2003, 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 with a high number of free events we aim to keep and promote open access, without barriers, to people of all ages and backgrounds.

2018's *Liverpool Irish Festival* runs from Thurs 18–Sun 28 Oct 2018, 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
- the festival programme, schedule and the aims and objectives of the 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.
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Festival venues

The Festival takes place across the city. This year, venues include (but are not limited to):






81 Renshaw Street

 81 Renshaw Street, L1 2SJ
 +44 (0) 151 707 1805
 info@81renshaw.co.uk
 renshaw81.co.uk
 81renshaw
 81renshaw

Arts Club







 90 Seel Street, L1 4BH
 +44 (0) 151 5394110
 info@artsclubliverpool.com
 academymusicgroup.com
 artsclubliverpool
 ArtsClubHQ

Bluecoat




 School Lane, L1 3BX
 +44 (0) 151 702 5324
 info@thebluecoat.org.uk
 thebluecoat.org.uk
 theBluecoat
 theBluecoat

For the Heritage Walk, ticket holders are asked to meet the School Lane facing Courtyard at Door F

Bluecoat Display Centre






 50-51 College Lane, L1 3BZ
 +44 (0) 709 4014
 crafts@bluecoatdisplaycentre.com
 bluecoatdisplaycentre.com
 Bluecoat-Display-Centre
 BluecoatDisplay

Cunard Suite, Cunard Building

 Brunswick Street, Pier Head L3 1ES
 +44 (0) 151 233 0000
 liverpool.gov.uk







Attendees of the *Irish Builders* event are advised to use lift access on Brunswick Street. Those wishing to use the stairs can use either Brunswick or Water Street stair entrances. The event and Cunard Suite are on the sixth floor

Empty Spaces Cinema at George Henry Lee's






 Williamson Square, L1 1AD
 christopher@emptyspacescinema.com
 emptyspacescinema.com
 Empty-Spaces-Cinema
 emptyspacecine

Ticket holders are advised to use the entrance next to *Tesco Metro*, Clayton Square







Handyman's Supermarket

 461 Smithdown Road, L15 3JL
 +44 (0) 151 222 7422
 admin@handmansupermarket.co.uk
 handymansupermarket.co.uk
 handymanbrewery
 handymanbrewery

International Slavery Museum, the Anthony Walker Centre

 Merseyside Maritime Museum, Albert Dock, L3 4AX
 +44 (0) 151 478 4499
 liverpoolmuseums.org.uk/ism
 International-Slavery-Museum
 SlaveryMuseum







Kelly's Dispensary

 154-158 Smithdown Road, L15 3JR
 +44 (0) 151 222 4693
 kellysdispensary@hotmail.com
 whatpub.com Search:"Kelly's"
 kellysdispensary
 kellyssmithdown

Liverpool Central Library







 William Brown Street, L3 8EW
 +44 (0) 151 233 3069
 liverpool.gov.uk/libraries
 itsliverpool
 lpoolcouncil

Liverpool Everyman

 Hope Street, L1 9BH
 +44 (0) 151 709 4776
 boxoffice@everymanplayhouse.com
 everymanplayhouse.com
 everymanplayhouse
 liveveryplay

Please note there are a number of event spaces at the *Liverpool Everyman* including the **Downstairs bar, Street Café and Theatre Bar and Theatre**. Please be sure to check the event listing for the space you are expected to attend







Liverpool Irish Centre

 Boundary Lane, L6 5JG
 +44 (0) 151 263 1808
 info@liverpoolirishcentre.org
 liverpoolirishcentre.org
 LiverpoolIrishCentre
 LiverpoolIrishCentre

Liverpool Medical Institution

 Mount Pleasant, L3 5SR
 +44 (0) 151 709 9125
 admin@lmi.org.uk
 lmi.org.uk
 LIVLMI
 LMI114

Liverpool Philharmonic Music Room






 Hope Street, L1 9BP
 +44 (0) 151 709 3789
 customerservices@liverpoolphil.com
 liverpoolphil.com
 LiverpoolPhilharmonic
 Liverpoolphil

Liverpool Playhouse

 Williamson Square, L1 1EL
 +44 (0) 151 709 4776
 boxoffice@everymanplayhouse.com
 everymanplayhouse.com
 everymanplayhouse
 liveveryplay

Museum of Liverpool, National Museums







Liverpool (NML)

 Pier Head, L3 1DG
 +44 (0) 151 487 4545
 liverpoolmuseums.org.uk/mol
 museumofliverpool
 MuseumLiverpool

O'Neill's

 Hanover Street, L1 4AG
 +44 (0) 151 709 7360
 liverpool-woodst@oneills.co.uk
 oneills.co.uk
 oneillspubs
 oneillspubs







OUTPUT Gallery

 32 Seel Street, L1 4BE
 +44 (0) 777 069 1652
 output@thekazimier.co.uk
 thekazimier.co.uk
 outputgallery
 outputgallery






PictureHouse at FACT

 Wood Street, L1 4DQ
 +44 (0) 151 707 4444
 liverpool@picturehouses.co.uk
 fact.co.uk
 factliverpool
 fact_liverpool

Royal Court - Downstairs

 Roe Street, L1 1HL
 +44 (0) 151 709 4321
 boxoffice@royalcourtLiverpool.com
 royalcourtLiverpool.co.uk
 royalcourtLiverpool
 royalcourtLiv

Scotland Road meeting point







 L3 3BB
 +44 (0) 785 441 5721 – guide’s mobile number
 info@liverpoolirishfestival.com
 liverpoolirishfestival.com
 LivIrishFest
 LivIrishFest

Ticket holders are asked to meet at the junction of **Juvenal and Grosvenor Streets**. Please be sure to understand the location before setting out

St George’s Hall

 St George’s Place, L1 1JJ
 +44 (0) 151 233 3020
 liverpoolcityhalls.co.uk/st-georges-hall
 StGeorgesHall
 SGHLpool

St Luke’s Garden meeting point


 Leece Street, L1 2TR
 +44 (0) 771 432 8415
 ambrosereynolds@bombedoutchurch.com
 bombedoutchurch.com
 StLukesConservationTrust
 bombedoutchurch

Known locally as “the Bombed Out Church”, ticket holders are asked to meet the guide at the Leece Street side of the Church and gardens



The Brink

 Parr Street, L1 4JN
 +44 (0) 151 703 0582
 info@thebrinkliverpool.co.uk
 thebrinkliverpool.co.uk
 The-Brink-Liverpool
 brinkliverpool

The Crown Hotel

 Lime Street, L1 1JQ
 +44 (0) 151 707 6027
 thecrownliverpool.co.uk
 crownliverpool
 CrownLiverpool




The Florence Institute (AKA The Florrie)

 Mill Street, L8 4RF
 +44 (0) 151 728 2323
 info@theflorrie.org
 theflorrie.org
 TheFlorrie
 TheFlorrie

Ullet Road Unitarian Church

 Ullet Road, L17 2AA
 +44 (0) 151 237 3987
 admin@iccm.org.uk
 ukunitarians.org.uk (venue) or iccm.org.uk (tickets)
 UlletRoadUnitarianChurch
 UlletRoadChurch

Victoria Gallery and Museum

 Ashton Street, L69 3DR
 +44 (0) 151 794 2348
 vgm.liverpool.ac.uk
 vgm@liv.ac.uk
 UniversityofLiverpool
 LivUni

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 generally 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; you are our representative. 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: [#LIF2018](#) [#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 Director.

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 volunteer 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 ever 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