



## **Volunteer Role and Task Descriptions**

To avoid volunteers becoming tired of the same roles, FoSP would like volunteers to help in a number of different roles, involving a variety of different tasks.

### **Front of House Roles**

#### **1) The Box Office**

Many people will purchase their tickets from our onsite Box Office on the right as you enter St John's. Our Front of House Manager Tamara Salhab will be based in the Box Office and will need help during busy periods. Tamara may also need to leave the Box Office at times so we need volunteers who are able to take care of ticket sales and cash handling.

#### **Main Tasks**

- Customer service
  - Supply audience members with tickets either for performances that day or other days
  - Cash handling
- Record transaction in the ticket sales folder
- Provide audience members with programme information as necessary

**Location:** Church Office\Box Office

#### **Staff member(s) who you will be working with:**

- Tamara Salhab (Front of House Manager)
- Tom Lea (Festival Coordinator)
- Andrew Wright (St John's Administrator)
- St John's office volunteer

## **2) Pre-Paid Ticket Desk**

Many people who have purchased their ticket through The Hub will have chosen to collect their ticket at St John's just before the event. We therefore need someone in charge of handing over prepaid tickets before the event. There will be a specific desk in place for this purpose.

### **Main Tasks**

- Man the table inside the church where prepaid tickets can be collected

**Location:** Main church

### **Staff member(s) who you will be working with:**

- Tamara Salhab (Front of House Manager)
- Tom Lea (Festival Coordinator)

### **3) Manning the doors**

This is a crucial job. The foyer can get quite busy so volunteers in this role must be able to keep calm and take tickets quickly. We want to retain the ticket stubs so rip the ticket from the stub and give the ticket back to the audience member. For many people, the volunteers manning the doors will be their first experience of the Festival so volunteers must be welcoming and helpful.

#### **Main Tasks:**

- If at the café entrance, offer tickets to café customers 30 minutes before the performance
- Open doors twenty minutes before the start of an event
- Welcome audience members as they arrive
- Take tickets
  - tear ticket from stub; retain stub and hand ticket back to audience member
- As event begins, close doors
- Be ready to deal with late-comers
  - If at the main entrance, remain outside the doors to escort latecomers in quietly
  - If at the café entrance, remain next to the door to intercept latecomers
- Enjoy the event
- Open doors once event has finished
- Thank audience members as they leave and hand out programmes or flyers

**Location:** Main entrance AND entrance from Festival Cafe

#### **Staff members who you will be working with:**

- Tamara Salhab (Front of House Manager)
- Tom Lea (Festival Coordinator)
- Donald Reid (Festival Director)

## **4) Distributing Evaluation Forms**

The Festival of Spirituality and Peace is funded by the Scottish Government and we are therefore obliged to evaluate every event thoroughly and feed our evaluations back to them. We therefore need to make sure that all audience members are provided with an evaluation form once they have arrived for a performance.

We need one or two volunteers to hand evaluation forms to audience members once they are seated in the auditorium. The audience will be asked to fill in the form and deposit it in a box on the way out of the venue.

We are aiming to get evaluation forms back from 20% of our audience.

### **Main Tasks:**

- Collect evaluation forms before audience arrive
- Approach audience once they are seated and hand them a form
- Explain the importance of the form to the development of the Festival and ask them to deposit the completed form in the box as they leave

**Location:** St John's, Roundtable Venues

Staff members who you will be working with:

- Katherine Newbigging (Stage Manager)
- Tamara Salhab (Front of House Manager)
- Tom Lea (Festival Coordinator)

## **Stage Roles**

### **1) Preparing the stage for a performance**

Each event will require specific props or equipment; the following is just a guide. Always liaise with Stage Manager Katherine Newbigging who will let you know exactly what needs doing.

#### **Main Tasks:**

- Liaise with Stage Manager and prepare the stage for an event
  - Conversation events will require chairs, microphones, tables with water, Festival banner
  - Performance events will require specific props. Liaise with Stage Manager to determine needs of performance
- Sound check the microphones with Stage Manager
- At the end of each event, remove props from the stage unless they are needed for the next performance

Location: St John's stage

#### **Staff members who you will be working with:**

- Katherine Newbigging (Stage Manager)
- Tom Lea (Festival Coordinator)

## **2) Preparing the auditorium for a performance**

With so many people coming to events, the auditorium can become quite untidy so volunteers must make rubbish and discarded tickets or programmes are collected and disposed of. Before the audience is allowed into an event, it is important that the venue is cleared of visitors. Unless an event is free, only people with tickets can enter the venue to watch an event (except volunteers who can watch any event for free!)

### **Main Tasks**

- Ensure seats are tidy and clear of rubbish
- Before the audience are allowed to enter, all visitors must be escorted out of the venue. Begin this process 20 minutes before each performance.
- At the end of the performance escort audience out through both exits

**Location:** St John's knave

### **Staff members who you will be working with:**

- Katherine Newbigging (Stage Manager)
- Tom Lea (Festival Coordinator)

### **3) Filming an Event**

This year we are hoping to film as many of our events as possible. We have a high definition video camera and volunteers are encouraged to try their hand at filming. It is important you consult with Stage Manager Katherine Newbigging before setting up the camera.

#### **Main Tasks:**

- Liaise with Stage Manager and decide where the camera will be positioned
- Set-up camera
  - Connect to sound mixer
  - Test light etc
- Film event
- Transfer film to hard drive

**Locations:** St John's and Festival Office

#### **Staff members who you will be working with:**

- Katherine Newbigging (Stage Manager)
- Tom Lea (Festival Coordinator)

## **4) Stage Lights**

Lights are complicated and we do not expect volunteers to operate lights alone. Over the three weeks of the Festival we would encourage volunteers to help with lights and maybe learn a little about light engineering and how it all works.

### **Main Tasks**

- Liaise with Stage Manager about lighting needs for event
- Set up mixing desk and plug in lights
- Test lights
- Operate light desk during performance
- Pack away lighting desk after performance and disconnect lights

Location: St John's

### **Staff members who you will be working with:**

- Katherine Newbigging (Stage Manager)
- Tom Lea (Festival Coordinator)

## **5) Roving Microphones**

The last 30 minutes of our conversation events involve questions from the audience. We therefore need two volunteers on hand with “roving microphones” who take a microphone to the audience for questions.

### **Main Tasks**

- Collect radio microphones from Stage Manager before event begins
- When it is announced that questions will now be taken, move to the front of the auditorium and take the microphone to whoever will be asking a question (as indicated by the chairperson)
- Return microphone after the event

**Location:** St John's

### **Staff members who you will be working with:**

- Katherine Newbigging (Stage Manager)

## **Other Roles**

### **1) Preparing Meals**

We would like all our volunteers and staff members to come together at least twice a week for a meal. During these meals we hope we can share experiences of the Festival and discuss themes and ideas which the Festival has explored. Volunteers are encouraged to plan and prepare these meals along with Festival staff.

#### **Main Tasks**

- Think up a menu
- Shop for ingredients
- Prepare Volunteer Room for meal
- Cook meal

**Location:** Volunteer Room

Staff member who you will be working with

- Isabel Garcia (Volunteer Coordinator)

### **2) Distributing Flyers**

If there are no performances and there is time then volunteers can take flyers and programmes and distribute them around the site. This is a great way to engage passers-by and will help ensure large audiences.

#### **Main tasks:**

- Collect and distribute flyers and programmes
- Engage with the public and talk to them about the Festival

Location: Around the St John's site

**Member of staff you will be working with:**

- Tamara Salhab