

**NATIONAL CELTIC FESTIVAL
JUNE 9-12th 2017
VOLUNTEER POLICY &
CONDITIONS**



NATIONAL CELTIC FESTIVAL
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How to Get Involved in the Premier Celtic Festival in Australia!

The National Celtic Festival is always in need of enthusiastic, talented, responsible and hard working volunteers to help maintain the high quality of this annual four day event. There are around 300 volunteers in the NFC Volunteer Team who work during the event.

Closing date for applications is Friday 5th May 2017

*** Late applications considered but only limited jobs & shifts available**

VOLUNTEER CRITERIA

- A volunteer is expected to be **available for a minimum of 8 hours work** throughout the four days of the Festival – you will be scheduled 2 shifts
- Priority given to volunteers able to work **extra shift (2 hours)** and with **flexibility** in their availability
- Volunteers aged **between 18 and 75 years** can apply – this is a condition of our Volunteer Insurance Policy
- Attending the **Volunteer Briefing Session** in Portarlington for an overview of this year's festival, changes, up-dates is very important– we would like to meet the team!
- Volunteers unable to attend Session will be briefed on site with must know information
- Volunteers can collect Tee-shirts, rosters & Volunteer Information sheets at Session - all volunteers notified of Session day and time (mid to late May)

VOLUNTEER BENEFITS - All volunteers will receive

- National Celtic Festival weekend pass & Festival program
- National Celtic Festival Volunteer Tee-shirt
- Individual roster & Volunteer Information
- Membership in the NCF Volunteer Team & a sense of achievement!

VOLUNTEER EXPECTATIONS

- **While every effort will be made to roster you in your job preferences**, this will not always be possible and we may place you where needed
- Register at the Volunteer Check-in to collect Festival wristband (Ticket Office)
- Wear Festival Tee-shirt and Festival lanyard while on duty
- Sign in prior to each rostered shift & collect Festival lanyard
- Sign out after each finishing rostered shift & return Festival lanyard
- Volunteers are expected to complete the tasks rostered as outlined in the **Job Descriptions** or as directed by the Volunteer Coordinator

VOLUNTEER POLICY

- Volunteers who commit to working their required rostered times will receive a weekend festival wristband on registration
- In the event of circumstances beyond the volunteer's control, they will contact the Volunteer Coordinator as soon as possible so a replacement can be found
- It is expected that the volunteer will complete the rostered times allocated - Volunteers who fail to complete the rostered times without notification or a valid reason will **forfeit access to the Festival**
- The volunteer can withdraw their application with reasonable notice upon receipt of rostered shifts, if they feel unable to comply with all the hours and conditions allocated
- NCF Public Liability Insurance will only cover the volunteer while they are working at the Festival
- No financial payment will be made for volunteer services

VOLUNTEER CODE OF CONDUCT

- Volunteers are the face of the Festival and are expected to maintain a positive and professional manner
- Be considerate and respectful of other volunteers, staff, performers & patrons of the Festival
- Please remember to allow enough time to check-in and be ready for scheduled shifts to assist in the smooth changeover of the roster
- Be familiar with the Festival layout and the Festival program, so you can assist with general questions - if in doubt direct patrons to the Ticket Office
- The volunteer is expected to perform the tasks assigned with due care and responsibility and be familiar with important safety information
- Being under the influence or consumption of alcohol or illegal substances while on duty will not be tolerated – access to the Festival will be forfeited
- It is the volunteer's obligation to notify the Festival of any health issues that could affect performing the duties allocated
- Contact Festival management, Safety Officers or Area Wardens should you have any safety concerns
- Report any issues, concerns or situations beyond the volunteer role and responsibility to the Volunteer Coordinator or Festival Management

JOB DESCRIPTIONS – Please read carefully

TICKET OFFICE

Ticket Exchange

Walker – Front of house role, directing patrons to right queues & providing information

Scanner – Scan pre-purchased bar coded tickets & direct to wrist banding volunteer

Wristbands - Swap Pre-purchased tickets for wristband, fit wristbands, hand out programs & provide information to patrons as needed. **Customer service experience preferred.**

Hours - Fri 4-10pm, Sat & Sun 9am-9pm, Mon 9am-1pm

Ticket Purchase

Sell Festival tickets to patrons, fit wristbands & provide information to patrons as needed. **Sales experience essential.**

Hours - Fri 4-10pm, Sat & Sun 9am-9pm, Mon 9am-1pm

Artist Registration

Register Festival Artists, mark names off appropriate lists on Artist envelopes, fit wristbands & provide program. **Experience essential.**

Hours - Fri 4-10pm, Sat & Sun 9am-5pm

Volunteer / Billet Registration & Roster Supervision

Assist Volunteer Coordinator to register Festival Volunteers & fit wristbands. Ensure volunteers sign-in & out, provide lanyards & any requirements for job, check Volunteer roster & fill gaps as needed.

Hours - Fri 4-10pm, Sat & Sun 9am-9pm, Mon 9am-2pm

Merchandise Sales

Sell Festival merchandise, Artist CDs & Tee-shirts. Check-in Artist CDs for sale. **Sales experience an advantage.**

Hours - Sat & Sun 9am-9pm, Mon 9am-2pm

VENUE SUPPORT

Door & Venue Attendant

Supervise venue entrances & check wristband on entry into ticketed venues, notify Warden / Security of any issues related to door entry. **Assist with venue set up & clean up as required**, keep venue entries & walkways clear, help Venue Manager or performers as needed. **Requires standing depending on venue.**

Hours - Fri 6.30-11.30pm, Sat & Sun 9.30am-11pm, Mon 9.30am-3pm

Gold Coin Collection

On Festival site at Village Stage venue, collecting donations from general public in money tin. **Requires some standing.**

Hours - Sat & Sun 9.30am-5pm

Venue Support & Clean-up

Assist with keeping venues clean & tidy, clearing general litter, help bar staff to stock bar, clean service area, remove rubbish etc. **Requires standing; must be reasonably fit.**

Hours - Fri 8pm-12am, Sat & Sun 1pm-12am, Mon 11am-3pm

Early Venue Clean-up & Set-up

Clean & tidy venue and set-up tables & chairs etc ready for the day. **Requires some lifting; must be reasonably fit.**

Hours - Sat, Sun & Mon 9-1pm

Bar Ticket Sales

Sell bar drink tickets to patrons from Ticket Booth in Celtic Club & Wine Bar venues. **Previous NCF bar ticket sales experience preferred**, Sales experience essential.

Hours - Fri 6.30-11.30pm, Sat & Sun 9.30am-11pm, Mon 9.30am-3pm

Bar Attendant

Must have bar service experience in using beer taps; current RSA required.

Hours - Fri 6.30-11.30pm, Sat & Sun 9.30am-10pm, Mon 9.30am-3pm

Cafe Assistant

Handling register, taking food orders, general cleaning duties, food handling, kitchen hand. Catering / Kitchen experience an advantage.

Hours - Fri 6.30-10pm, Sat & Sun 9.30am-10pm, Mon 9.30am-3pm

MC / Stage Manager

Introduce Artists & inform patrons about the Festival program & venue requirements. Liaise with Venue Manager to assist performers as needed, ensure the stage runs smoothly & on time. MC Instruction book and information provided. **Must have previous experience. Briefing required.**

Hours - Fri 7-11.30pm, Sat & Sun 9.30am-11pm, Mon 9.30am-3pm

Venue Manager

Liaise with Stage Manager to ensure all areas of venue run smoothly including back of stage, ensure that program runs to scheduled times, maintain venue. **Must have previous experience. Briefing required.**

Hours - Fri 7-11.30pm, Sat & Sun 9.30am-11pm, Mon 9.30am-3pm

SITE SUPPORT

All these positions require a good general level of fitness – requires lifting, carrying, standing and a lot of walking on site.

Festival Set-up Crew – Limited number of positions available

Assist with setting up Festival venues, set out tables & chairs, organise signage & put up information signs & banners on Festival venues & grounds.

Hours - Thu 9.30am-6pm & Fri 9am-5pm

Festival Pack-up Crew – Limited number of positions available

Assist with packing down Festival venues, take down, sort & clean signage and clear up site as needed.

Hours - Mon 2-7pm, Tue 10am-2pm

Area Warden

Responsible for specific areas, check capacities of venues, flow of people traffic, direct vehicles on site and ensure general safety. **Briefing required prior to festival.**

Hours - Fri 4pm-12am, Sat 7.30am-12am, Sun 9am-12am, Mon 9am-1pm

Site Support Crew

Assist with keeping Festival site clean & tidy – distribute, empty & replace bins, raking of tan bark, sweeping, tidying venues as needed.

Hours - Fri 7-11pm, Sat & Sun 9am-10pm, Mon 9am-3pm

Market Set-up & Pack-up

Assist Market Co-ordinator & stallholders to set up / pack up Celtic Market area.

Hours - Fri 9am-5pm, Sat 8-10am, Mon 2.30-6.30pm

Roving

Check on Festival venues, fill in volunteer jobs as required and report any issues or concerns to the Volunteer Coordinator. **Must be reasonably fit; job requires walking around entire venue site.**

Hours - Fri 7-11pm, Sat & Sun 9.30am-9.30pm, Mon 10am-1pm

OTHER

Airport Transport

Transport performer/s to & from airports as needed. Petrol costs can be refunded. Must have a current driver's license. **Liaise with Transport Coordinator.** (Times as required before and after Festival)

Shuttle Bus Transport

Transport patrons around Portarlinton in Festival Shuttle Bus. Timetable & route provided. **Must have current driver's license, experience preferred.**

Hours - Sat & Sun 9am-1am

Pre Festival Preparation – Limited number of positions available

Poster & flyer distribution, signage, handicrafts, woodwork, laminating, helping with Volunteer Session etc. Times to be advised, various options available