



Volunteer Team Leaders

Role Description & Volunteer Agreement

About Peckham Festival:

Following a brilliant first year, Peckham Festival is back, and hoping to pack even more into an event that celebrates creative and cultural Peckham.

In 2016 we programmed over 150 events over a single weekend; from performances, films, workshops, walks and talks, to art activities, exhibitions and more! We want to do this and more in 2017.

We are looking to appoint Volunteer Team Leaders to lead on the management and support of our volunteers for the upcoming festival. The set-up and take-down of the festival takes place between the 11-19th of September and we remain open and accommodating to everyone's time commitments and schedules. The festival itself runs from **Thursday 14th - Sunday 17th September** in Peckham SE15.

Purpose of a Team Leader:

We are going to need up to 70 volunteers to support the Festival this year over the 4 days. Singlehandedly, our Volunteer Coordinator Sarah will be pushed to look after all the volunteers and that's where the Volunteer Team Leaders come in. You will support Sarah in ensuring our Festival Volunteers carry out their roles and feel supported whilst volunteering. Without our volunteers, this festival would not be able to take place so as a Team Leader you will be a crucial part of the success of the Festival.

Who are we looking for:

We would ideally like individuals who have some or all of the following:

- Passion for the arts and audience engagement
- Commitment to diversifying opportunities in the arts
- A confident, timely and articulate communicator, with a supportive and accommodating approach towards participants / volunteers from different backgrounds and with different motivations and abilities.
- A team player focused on achieving collective goals.
- Comfortable multi-tasking in a fast-paced, high-traffic environment, flexible and positive.
- Good organisational skills, pro-active, decisive and good humoured.
- Experience of working with volunteers / line managing participants is desirable.

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Roles and Responsibilities:

- To support the delivery of Peckham Festival 2017 alongside the Festival Team, with particular focus on supporting Volunteer Coordinator with volunteer management/support.
- To support Volunteer Coordinator in ensuring all Peckham Festival events and sites are staffed sufficiently, in accordance with the staffing rota (devised by the Volunteer Coordinator).
- To ensure that Health and Safety procedures and policies are being followed at all times in accordance with our Health and Safety Policy.
- To attend the Volunteer team briefing sessions at the beginning of your shift and to feedback important information / suggestions that might improve the running of the festival and participant experience.
- To ensure all tasks at assigned event/area are undertaken in a timely, professional and efficient manner in accordance with festival programme schedule.
- To keep in timely and articulate communication with the Volunteer Coordinator and volunteers assigned to you.
- To ensure that volunteers are well informed of Peckham Festival programme, map, and key areas i.e. toilets, bins etc.
- To help ensure all Volunteers are well briefed on the entry and exit points on site during the festival - esp. when there is limited access and road closures.
- To help support the well-being of Peckham Festival Volunteers
- To help ensure that all Volunteers are receiving the appropriate breaks - toilet and lunch etc, ensuring coverage.
- To ensure that Peckham Festival is an inclusive environment, accessible to all by recognising and responding to individual needs.
- To be an ambassador for the festival for volunteers and participants

During Peckham Festival you will be:

- Working with a very diverse group of people of all ages including Festival staff, volunteers, participating artists, performers, community groups, local business, charities and organisations.
- This role will be carried out within high traffic environments and may require multi-tasking.
- We want to support you to do it well and to learn from the experience, and also to enjoy your time with Peckham Festival. We encourage you to communicate with your supervisor ([Volunteer Coordinator, Sarah Ann Watson](#)) about your experience and to reflect.

What you will gain as a Team Leader:

- Experience of supervising and managing volunteers
- Detailed knowledge of running a festival
- Be part of creating an event in celebration of Peckham

Other important information:

- Full induction and training will be given to Team Leaders
(date/venue tbc: week beginning September 4th 2017)
- Food vouchers redeemable during the Festival will be provided



- We will require ID check and one reference

The Volunteer Agreement:

This Volunteer Agreement's purpose is to set out the hopes and expectations of each party. This Volunteer agreement does not, and is not intended to create a contractual relationship between Peckham Festival and the volunteer.

This agreement is binding in honour only, is not intended to be a legally binding contract and may be cancelled at any time at the discretion of either party. Neither of us intend any employment relationship to be created either now or at any time in the future.

Part One - Peckham Festival commits to the following:

- To provide induction and training.
- To provide supervision, support and flexibility.
- To make volunteering with Peckham Festival accessible to all and to accommodate/support individual needs.
- To delegate tasks appropriately, supporting your individual motivations to be involved with the festival and your personal development. This will be primarily based on the information you have provided to us via. your Volunteering Application form.
- To provide necessary training/ feedback in Health and Safety
 - To ensure all volunteers are accommodated in accordance with our Equal Opportunities Policy.
- To resolve problems, grievances and difficulties fairly and to provide feedback.
- To provide complimentary lunch on shift (redeemed by tokens).
- To supply references upon request.

Part Two - The Volunteer Agrees to:

- To attend 1 of 2 short mandatory induction sessions in early September (date and time TBC).
- To Support the Delivery of Peckham Festival 2017.
- Perform the volunteering role to the best of their ability in coordination with the rest of the Peckham Festival Team.
- Follow the organisation's health and safety procedures.
- Maintain the confidential information of the organisation and those they come in to contact with through the organisation.
- Meet time and shift commitments and standards agreed to, and give reasonable notice when this is not possible.
- To promote engagement with the festival and it's programming via social media where applicable.

Key Peckham Festival Contacts:

Sarah Ann Watson (Volunteer Coordinator, volunteering@peckhamfestival.org, 07463918718)

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Jordana Leighton (Festival Director, jordana@peckhamfestival.org, 07773362408)

Kelly Stewart (Festival Producer, production@peckhamfestival.org, 07540724698)

Ian Graham (Event and Short Term Hire Manager, ian@copelandpark.com, 020 7635 0000)