



MARSDEN
JAZZ
FESTIVAL

**JAZZ IN THE
YORKSHIRE PENNINES**

Volunteer Policy

Amended July 2018

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INTRODUCTION

Marsden Jazz Festival (MJF) recognises and values the important contribution volunteers make to the organisation and is committed to developing good practice on volunteering in accordance with the principles outlined in this policy.

AIMS OF THE VOLUNTEER POLICY

- To provide a comprehensive framework for the involvement of volunteers in MJF.
- To recognise the responsibility placed on MJF by its involvement of volunteers.
- To encourage an atmosphere of mutual respect, co-operation and support between volunteers and visitors to MJF.

OPERATIONS

- An MJF Volunteer is defined as someone who, unpaid and of their own free will, contributes their time, energy and skills to the benefit of the Festival.
- The policy is intended to outline our hopes and expectations; it does not constitute any form of contract between the volunteer and MJF.

EQUAL OPPORTUNITIES

- Marsden Jazz Festival Ltd operates an equal opportunities policy with respect to the composition of the Trustees of the Company, membership of the organising Committee, volunteers, participants in the Festival, visitors, audiences and spectators.
- With a wide-ranging programme of events, we aim to attract as many members of the community as possible, regardless of gender, race, religion, age, disability or sexual orientation.

MJF RECRUITMENT PROCESS

- With the exception of the Artistic Director and Administrator, Marsden Jazz Festival is totally run by volunteers. Most Festival volunteers are recruited by word of mouth. We are also recruiting through our website, volunteer recruitment posters, Volunteering Kirklees and Huddersfield University. We feel that the Festival itself is our best recruitment tool. Many people come along to the Festival and become volunteers because they like what they see.

SUPPORT AND SUPERVISION

- MJF recognises the importance of supporting our volunteers so that they feel valued and motivated. Support for new volunteers will be provided in a variety of ways - through induction and more informally, by being paired with Committee members or experienced volunteers during the Festival.

VOLUNTEER INDUCTION BRIEFING

All Festival volunteers are invited to attend a volunteer briefing evening in September. This is particularly important for first-time volunteers but we also ask that experienced volunteers attend too. The briefing has several purposes. These include the opportunity to:

- Meet other new volunteers and more experienced volunteers
- Meet key contact personnel e.g. Volunteer Coordinators, Box Office Coordinators, Office Administrator, Merchandise Coordinator, Safeguarding Contact
- Ensure that volunteer contact details are accurate and up to date and particularly mobile phone numbers
- Learn more about the festival, its policies and procedures
- Find out about individual duties on the volunteer rota for the festival week-end
- Receive short introductory training in key areas e.g. The Box Office, The Parade
- Explain who points of contact are if volunteers have any problems or queries
- Ask questions

VOLUNTEER INFORMATION

- All volunteers are requested to read our Policies and Information Section on the MJF website.
See <https://www.marsdenjazzfestival.com/about/policies-and-info>

This section includes the Volunteer Handbook and Policy plus Festival policies on Equal Opportunities, Expenses, Health and Safety, Privacy and Safeguarding. There is also a Duty of Care Statement and Risk Assessment.

Volunteers who are unable to access the policies and information on the MJF website should request a Volunteer Information Pack from the MJF Office.

- Volunteers are sent a rota of their duties over the festival weekend by e-mail prior to the festival. Hard copies are also available in the jazz office.
- Volunteers will be issued with a festival programme, which includes a map of venues, bus timetable and the location of toilets.
- Additional instructions about specific roles are given in a handover prior to the commencement of a volunteer's shift.

POINTS OF CONTACT

- Individual contact mobile telephone numbers are printed on wallet-sized card and given to volunteers in case they have a problem or query. These include the volunteer coordinators and safeguarding, box office and technical contacts.
- The central point of contact for volunteers is the Volunteers' Hub.
Telephone no: 0800 6125 649

DRESS CODE

- All volunteers are asked to wear Staff T-shirts so that you are fully visible to musicians, the general public and other volunteers. Each volunteer can obtain a t-shirt from the Volunteer Hub prior to his or her first shift. As we re-use Staff T-shirts each year, we ask volunteers to remember to return them to the Volunteers' Hub after their final shifts.

INSURANCE

- All volunteers will be covered by MJF's public liability insurance whilst acting on behalf of the Festival.

CONFIDENTIALITY

- Volunteers are the public face of MJF and are expected to behave as ambassadors for the Festival in any dealings they have with members of the public or the press with respect to the Festival.

EXPENSES/REFRESHMENTS

- We regret that we are unable to reimburse volunteer expenses unless an agreed outlay has been authorised by the trustees, administrator or artistic director.
- Tea and coffee making facilities are available to volunteers in the Mechanics' kitchen.

HEALTH & SAFETY

- MJF recognises and accepts its responsibility for providing a safe and healthy environment for all its volunteers as detailed in the Festival's Health and Safety Policy. The importance of familiarising themselves with the Health and Safety Policy and Risk Assessment will be discussed with all volunteers as a part of the induction process. All volunteers will be expected to follow the guidelines outlined in the Health and Safety Policy.

COMMENTS AND SUGGESTIONS

- We welcome feedback about your festival experience.
- We hold a volunteers' social during the year as a thank you for your hard work. This also provides a good opportunity for you to comment on your experiences or make suggestions for future festivals.

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