



Volunteer Handbook

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Introduction and welcome

Welcome to the Marsden Jazz Festival Volunteer Handbook. Thank you for taking time out to volunteer with us. We want to make sure you have a rewarding and fun volunteering experience so we've put together this handbook as a way of introducing ourselves, and providing quick access to some key information.

We've tried to keep it brief, but if there's anything missing, do let us know.

People have all sorts of reasons for volunteering, if you ask around you'll find that everyone has something different to say. Many of our volunteers have really enjoyed the Jazz Festival, in fact it has been one of the many things that has made some of them want to settle in Marsden, although this is not a prerequisite for becoming a volunteer! Others have made lasting friendships and we are always pleased to welcome old friends and familiar faces. Many of us have a very limited knowledge of jazz but just enjoy the atmosphere of the festival. (Having said that, lots of the committee are very knowledgeable, which certainly helps when it comes to programming). So, if you just want to get involved, have some fun and listen to music MJF will certainly do that for you, and along the way you'll make friends and hopefully learn new skills. However, if you would like to become a committee member or a trustee those opportunities are also available, just speak to any members of the present committee. Whatever your reasons for joining us, you are welcome and appreciated; it can't be done without you and we hope you have a really fabulous MJF 2017.

Kate Button & Tina Shaw
Marsden Jazz Festival Volunteer Coordinators

HAPPY VOLUNTEERING AT MJF 2017

How it works

As you know, the Festival is a marvellous jamboree of free gigs, plus a set of core 'headliners' for which we sell tickets.

In terms of headliners, Marsden Mechanics Hall is our key 'prestige' venue. The 'New Stream', which showcases new and cutting edge jazz, is located in the British Legion. From 2017 we are pleased to announce that Marsden Parochial Hall has been added to our range of ticketed Jazz Festival venues.

The rest of the festival takes place all around Marsden – in the pubs and clubs, in marquees, down at Tunnel End and even up at the Carriage House Inn by Pule Hill.

What to do/when to turn up.

First of all we will collect your availability and preferences (we try to take account of preferences, but we can't guarantee them) this information is then used to organise a rota and allocate jobs. There will then follow an induction evening in September, which all volunteers are required to attend. Detailed instructions for each individual task will be given on the day. If you are working on the box office, merchandise stall or jazz office

you will receive a handover from the previous shift. You'll be given a time and a place to turn up at, but you might need to make yourself known, don't be shy.

For furniture shifting etc, just find the person in charge at the venue and get clear instructions about what is to be done.

If you're asked to steward a gig you will often be asked to 'meet and greet' the band. You will need to visit the MJF Office (located in the Mechanics during the festival weekend) to collect the 'envelope' for the band or bands you've been asked to visit. The envelope will contain a set list that the band needs to complete and give back to you. If there's money changing hands, after checking it first at the MJF Office, you'll then need to ask the band to sign for it. Completed set lists and receipts should be returned to the MJF Office. (Don't worry, we will give you full instructions when you pick up the envelope.) For many of the gigs you will be required to fill in an audience survey and do a bucket collection. New volunteers don't worry you won't be by yourself!

For stewarding in the Mechanics and the Parochial Hall there will generally be a steward's briefing an hour before the doors open (half an hour before the gig starts) and you will be expected to attend this. Details will be given to those who are asked to steward these gigs.

Location of the Office during the Festival

We take over the Mikron Office in the Marsden Mechanics Hall. As you enter the Mechanics it's the door straight ahead of you (just to the left of the library).

Key People

Any queries please contact the volunteer coordinator who is on duty in the Mechanics. If there is no one available you can contact coordinators by phone (see telephone contact details list).

Box Office, Merchandise and Information.

From 2017 e-ticketing will be the **only** form of ticket sales. The majority of e-tickets will be purchased via the MJF website and at the main Box Office in the Mechanics foyer. However, e-tickets will also be available from the box offices at the British Legion and Parochial Hall.

Over the festival weekend copies of the **brochure** and general information can be obtained from the box office in the Mechanics Hall and from the Merchandise Stall. Prior to the festival weekend this information is available from the Marsden Mechanics foyer or from the MJF Festival Shop in Marsden Library, Marsden Mechanics Hall, Peel Street, Marsden.

There's a **map** and bus timetable inside the programme.

Contact phone numbers are included as part of your volunteer information.

The MJF Merchandise Stall will be open throughout the festival for the sale of t-shirts and CDs.

Jazz Bus

There is a Jazz Bus, which is provided by a local bus company. A timetable is included in the printed programme brochure.

First Aid

The St. John Ambulance will be in attendance over the festival weekend.

Problems and Complaints

If you need to advise a member of the public on how to make a complaint you should either direct them to the Office, or advise them to write to us, or email us at office@marsdenjazzfestival.com

If you have a problem or complaint, please call in at the office and let us know straight away.

Social

During the coming year there will be a thank-you social for festival volunteers. We will send you an invite. Please come along!

Tasks you might be allocated

Set up on Festival Thursday	No gigs take place on the Thursday, but we have access to Marsden Mechanics to begin to set up. Putting up signage: parking, road-closed, venue signs etc
Stewarding	Your opportunity to hear the concerts for free. Involves scanning tickets on the door, helping people to find seats, keeping the door areas clear. New recruits are paired with more experienced volunteers. Some gigs take place outside. As you might expect, this is one of our more popular opportunities and we do expect that stewards will be willing to do some of the less glamorous tasks too.
Box Office/Shop	Selling e-tickets, handling refunds (Mechanics Box Office only), focal point for providing information.
Festival Merchandise	Selling festival t-shirts, badges, CDs etc.
Office	Dealing with telephone enquiries, passing on messages and contacting key personnel by phone (as necessary)

Furniture shifting	There are occasions when chairs have to be moved from the Mechanics to outside venues (and vice versa), and changes to be made to the set up/set down of the Mechanics Hall (depending on the type of gig).
Post festival set down	Generally putting away the furniture, moving the office kit back to the shop, setting down the box office, cleaning up.
Meet and greet	Liaising with bands as they arrive and collecting set lists from them. More experienced volunteers may also be asked to take payments to bands and return receipts. Popping back half way through to do a quick head count.
General gophering	Volunteers present may be called on to run messages, empty bins, etc.
Sound and lighting	We have sound and lighting specialists but volunteers with a particular interest in or experience of this area are invited to let us know
Stewarding the parade	The parade is one of the highlights of the festival. Stewards accompany the parade to help with health & safety and to collect financial contributions in buckets.

For more detailed information on roles go to:

www.marsdenjazzfestival.com/volunteer-roles

Time commitment

We remind volunteers that, once they have made a commitment, they have a responsibility to fulfill it – so please don't be tempted to over commit yourself! The Festival runs from Friday to Sunday, and there's also some set-up work on the Thursday. Volunteers are not expected to be available for the whole of the Festival and you will be asked to indicate your general availability and the type of task you would prefer to do.

We assume that in addition to the more attractive tasks – e.g. stewarding the ticketed headline gigs – Volunteers will also be prepared to help out where needed and turn their hand to the less glamorous tasks e.g. running messages, emptying the bins and shifting furniture.

Social Media

Facebook: www.facebook.com/MarsdenJazzFestival

Twitter: www.twitter.com/MarsdenJazz

Join the Committee

If you've enjoyed volunteering over the weekend and think you might like to get even more involved, why not consider joining the Committee. Becoming a committee member means that you join MJF Ltd. You can: take part in committee meetings; have an opportunity to shape the programme, get involved in the range of tasks surrounding putting on a music festival – for example: writing for the website, working with other volunteers, publicity and public relations, design of leaflet, posters, t-shirts, fundraising and applying for grants, decisions about ticket prices/budgeting, liaising with pubs, clubs and other local voluntary organisations. You are eligible to vote on decisions, to elect Trustees, and to stand for election as a Trustee.

To join, contact office@marsdenjazzfestival.com – we meet at 8pm on selected Wednesdays upstairs in the Marsden Socialist Club, Manchester Road, Marsden.

A bit of history and a sense of purpose

So how did it all get started?

Back in 1992, Mike Lucas was looking for ways of making good use of the newly refurbished Marsden Mechanics Hall and came up with the inspired idea of starting a jazz festival in Marsden, drawing upon a number of willing volunteers to get it going. (Many of whom are still with us).

From these modest beginnings, the festival has grown in size and stature. Now Marsden welcomes over five thousand visitors from Yorkshire, the UK and beyond during the festival weekend in October. Festivalgoers enjoy the delights of the wonderful Pennine scenery and the unique atmosphere of Marsden where jazz of all varieties is available in the pubs and clubs, on the streets, in the park and by the canal.

As well as ticketed gigs in Marsden Mechanics Hall, the Parochial Hall and the Royal British Legion, Marsden Jazz Festival features many free concerts, giving festival goers the chance to experience jazz from the trad to the frankly weird. It's a great weekend for everyone.

MJF is both a Charity and a Company Limited by Guarantee. As such we are regulated by the Charity Commission and Companies House – and anyone can check our records, find out who our directors are and have a look at the accounts.

And what's it all for?

Our official purpose is set down in our 'Memorandum of Association' which states that we will

Promote, maintain, improve and advance the education of the people of Marsden and the Colne Valley, in particular but not exclusively by promoting, encouraging and increasing their knowledge and appreciation of music, especially jazz and associated forms of music by the presentation of public concerts and educational activities.

Find out more about our Memorandum and Articles of Association from the MJF website at . www.marsdenjazzfestival.com/about/policies-and-info

Policies and Procedures

All our policies and procedures are available on the website. Any questions grab a committee member and ask!

List of policies

Our policies are all available online at www.marsdenjazzfestival.com/about/policies-and-info

Links to individual policies below:

[**Equal Opportunities Policy 2017**](#)

[**Expenses Policy 2017**](#)

[**Health and Safety Policy 2017**](#)

[**Privacy Policy 2017**](#)

[**Safeguarding Policy 2017**](#)

[**Volunteer Policy 2017**](#)