



# Volunteer Handbook

[office@marsdenjazzfestival.com](mailto:office@marsdenjazzfestival.com)

01484 846969

## **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 2019.

Kate Button & Tina Shaw  
Marsden Jazz Festival Volunteer Coordinators

## **HAPPY VOLUNTEERING AT MJF 2019**

### **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 has always been our key 'prestige' venue. The 'New Stream', which showcases new and cutting edge jazz, is located in the British Legion. In 2017 we were pleased to include Marsden Parochial Hall as another headline ticketed venue. This has now become our main seated concert venue whereas the Mechanics is transformed into our very own Jazz Club, cabaret and dance arena for the weekend.

The rest of the festival takes place all around Marsden – in the many pubs and clubs, in marquees, at Dark Woods Coffee, next to the the canal and as far up as the Cricket Club towards Standedge and 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 invited and strongly advised to attend. However, in addition there will also be a resources section on our website where there will be a training power point presentation outlining all the key points given on the induction evening.

Detailed instructions for each individual task will be given on the day. If you are working on the box office, Information/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.

If you have volunteered to work on the Box Office there will also be a separate training session prior to the festival in order to ensure that you are familiar with our online booking and ticket-scanning platform.

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 to collect the 'pack' for the band or bands you've been asked to visit. The pack will contain a set list that the band needs to complete for PRS (Performing Right Society) purposes and give back to you. Most bands will be paid by bank transfer but in the rare cases where there is 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 pack.) 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 Volunteers' Hub during the Festival**

The Volunteers' Hub is located 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.**

E-ticketing is now 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 Information stalls in the village. Prior to the festival weekend, copies of the brochure can be obtained from Marsden Library, located in Marsden Mechanics, Peel Street, Marsden; the Mechanics foyer; and, from the many pubs and clubs, and cafes in the village.

There's a **map** and **transport information** inside the programme.

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

The MJF Information Stall will be open throughout the festival and there will be an additional information stall in the park.

### **First Aid**

There will be a designated first aid point over the festival weekend in the **Park Lodge** in Marsden Park.

### **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](mailto: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 ticketed gigs	Involves scanning tickets on the door, helping people to find seats, keeping the door areas clear. New recruits are paired with more experienced volunteers.  As you might expect, this is one of our more popular opportunities as stewards get to see some great bands. However, 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.
Merchandise and Information Stall	Selling previous years' festival CDs etc. Providing visitor information
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	This requires a large team of volunteers, as there is a lot to do!  Generally putting away the furniture, setting down the box office, cleaning up and moving equipment from the main ticketed venues.
Stewarding pubs, clubs and outdoor events (in pairs wherever possible)	Liaising with bands as they arrive and collecting set lists from them. More experienced volunteers may also be asked on rare occasions to take payments to bands and return receipts. Doing a quick head count mid-way through the gig. Carrying out audience surveys, making bucket collections, getting band, venue and audience feedback.
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](http://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](http://www.facebook.com/MarsdenJazzFestival)

Twitter: [www.twitter.com/MarsdenJazz](http://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, 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](mailto:office@marsdenjazzfestival.com) – we meet at 8pm on selected Wednesdays upstairs in the Marsden Mechanics, Peel St, 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](http://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: <https://marsdenjazzfestival.com/get-involved/volunteering/volunteer-resources>

These include:

- **Duty of Care Statement**
- **Equal Opportunities Policy 2019**
- **Emergency Plan 2019**
- **Expenses Policy 2019**
- **Health and Safety Policy 2019**
- **Privacy Policy 2019**
- **Risk Assessment 2019**
- **Safeguarding Policy 2019**
- **Volunteer Policy 2019**