

Volunteer duties in general



The team of volunteers at the Kirkgate are responsible for the smooth running of events at the centre, the organisation's management, the upkeep of the building and equipment and the choice of entertainment offered.

They are also the first point of contact for most customers and many of our visitors and performers.

We want everyone who comes to the Kirkgate Centre, or to an Arts Out West show, to enjoy their experience with us, and you are an essential part of that experience.

We ask all volunteers to bear in mind that they are representing Kirkgate Arts and Heritage while on duty at the centre, or elsewhere, and that a friendly and approachable manner is needed.

It is the responsibility of all volunteers to remain polite and courteous, to try and respond to any queries, concerns or requests in a helpful manner. If you are unable to provide an answer then politely take note of the relevant details and escalate it to a duty manager or a member of staff as appropriate.

There are four main types of volunteer roles-

Day to day roles-

These are the tasks that are ongoing every day/week such as box office, glass washing, poster distribution, cinema content production.

Committee roles-

These are roles within groups at a more management level, where volunteers meet monthly or quarterly for planning and support to the executive team, such as the board of trustees, comms and marketing, music programming, safety and maintenance.

Event roles-

These will be the most familiar to everyone, all the volunteers who staff the public events at the centre, such as duty managers, front of house, bar, projectionist, technician.

One off roles-

The extra asks that we often call out for, such as baking for an event, assisting with one off distribution of marketing material, providing accommodation, attending Arts Out West performances etc.

Within each of these areas there is a huge amount of variation in individual tasks and responsibilities. We encourage volunteers to let us know if there is another area they would be interested in learning more about.

Day to day volunteers overview:

This includes a number of roles that are undertaken while the usual day to day room hires and office admin work is going on.

Box office responsibilities

- Open up the box office and check the float.
- Provide a reception to customers and visitors to the centre on Monday, Wednesday and Friday between 10am and midday.
- Provide information to customers on events at the centre in person and over the phone.
- Respond to answer machine messages, ensuring anything that requires attention is dealt with, or message passed on to the admin office upstairs.
- Book tickets and take payment for customers in person and over the phone.
- Print an end of day sales report and reconcile the box office float at the end of a shift.
- Update listings information on the Ents24 website.
- Other administrative duties as required, when time allows.
- When cinema poster deliveries are received- inform the cinema team (via Pat Farrell, email address can be found on ticketsolve) which title has arrived and label the poster ready for storage in the middle cupboard of the lobby.

Poster /leaflet distribution

Deliver printed promotional material to various locations in town, and sometimes further afield, to promote upcoming events. Change the film posters in our lockable noticeboards and update those event posters.

Digital marketing

Whether it's creating events on facebook, or simply sharing an Instagram post, we need as many volunteers as possible to engage with our social media presences to spread the word.

Committee volunteers overview:

There are a number of groups who meet regularly to oversee different aspects of the organisation.

Board of Trustees

The board meet quarterly to discuss all aspects of Kirkgate Arts and Heritage. They are responsible for the governance of the organisation and produce and update all policy documents. They work with the general manager to ensure that the organisation continues to operate effectively.

Operations Team

The operations team meet monthly to discuss the overall running of the centre, and any issues that come up in terms of event management. In attendance are representatives from the duty manager team, box office, music, film, marketing and building safety.

Safety and Maintenance Team

The safety and maintenance team meet approximately every three months to complete a building walkdown to spot any issues arising with the building itself, to update on progress of any works agreed and to discuss all issues of safety, security, and efficiency of the building and equipment.

Marketing and Communications Team

The marketing and communications team meet monthly to discuss promotion in general, including press releases, marketing strategies, production of promotional material (print and digital) as well as ensuring the organisation's aims and objectives are communicated to all those involved as well as the wider community.

Music Programming Group

The music programming group meet approximately every three months to discuss options for live music performances, deciding on artists to approach, which ones to book for performances, deals to be offered, ticket pricing etc. They work to a budget to ensure that we have regular live music events at the centre.

Film Programming Group

The film programming group meet approximately four times a year to select upcoming film titles and to book the relevant licences from the distributors. They also acquire the quad posters for display and the digital cinema content (feature films and trailers).

Heritage Group

The Cockermouth Heritage Group meet once a month, they curate the Heritage Collection (housed at the centre) and produce regular exhibitions which are displayed both at the centre and other venues (such as the Dorothy Exhibition, which toured local village halls). They also produce the monthly illustrated talk events and provide local history information to the public on request.

Event volunteers overview:

Duty Manager

The duty manager has the overall responsibility for an event that is in progress, and should be treated as a line manager by the other attending volunteers.

Bar Volunteers

The bar volunteers are responsible for the bar area, serving drinks, plus preparing pre-ordered drinks. It is a legal requirement for our bar volunteers to ask for ID to be produced if a customer appears to be under 25, and they are expected to refuse service if ID cannot be produced. If there is suspicion that a customer is buying alcohol for anyone else who may be under 18 they should also refuse service.

Front Of House

The front of house volunteers (1&2) are responsible for checking customers have tickets to the event and making sure customers know how to access the facilities (auditorium, WC etc). As the first person that customers encounter on their evening with us it's important to be welcoming and attentive. They act as the eyes and ears of the duty manager, both in the bar and the auditorium. The FOH volunteers are also expected to assist the DM in the event of an emergency or evacuation (as per the annual training).

Band Champion

It is the responsibility of the band champion to check that musicians are ready to take to the stage at the agreed time, and to introduce them to the audience. The band champion will liaise with the artists and the DM to make sure that the performance runs smoothly. Often the band champion will have been at the centre earlier in the day to let the band in and make sure they have everything they need, accommodation sorted out etc.

Event technician

Live events will usually have an event technician present to assist the visiting artists with light and sound. Their responsibility is to make sure all equipment is on ready for the event and that the equipment is safely switched off at the end. They will also assist the visiting artists to get in and set up, as well as pack up at the end of the night. If no event technician is required, the duty manager will ensure that stage lights etc are all switched off at the end of the night.

Projectionist

Screen events will always have a projectionist present, to ensure that the equipment is set up, switched on, and that the content is ready at the right time. They are also responsible for monitoring the images and sound level during the show and ensuring all equipment is off and packed away as necessary.

One off roles:

Bakers

To provide events with tasty baked treats! Ensuring all ingredients are fully listed (including ingredients of ingredients!).

Special event assistants

Some events (for example Cockfrock) require a large number of volunteers to make the event run smoothly- from set up to working on the till, to monitoring the clothes displays during the event.

Kirkgate Arts Out West representatives

We endeavour to have a representative from Kirkgate Arts visit each Kirkgate Arts Out West venue and each show programmed in a season. Their role is to maintain a relationship between the venues and the organisation, and to assess the quality of the shows we are programming. We offer mileage and our representatives simply need to contact the venue to let them know they'll be attending, rather than booking a ticket.

Hosts

We are always grateful to volunteers who may have room at their home, or perhaps an air b&b property, to host actors and musicians that are performing at the Kirkgate and our Arts Out West venues. We don't expect you to provide a three course dinner, just breakfast and a warm dry bed is all that our visiting artists require.