



Arts Extra Handbook

Volunteer handbook 2014/15

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Introductions

Sally Abbott – Director of Arts and Culture

Arts and Culture at Canterbury Christ Church University forms a central characteristic of the University.

Our programme helps define our national and international identity, articulates the quality of our values and ideas, and demonstrates the vital contribution we make to producing some of the most talented and expressive minds that are coming into the modern cultural and media industries of today.

Arts Extra helps our students to equip themselves for the demanding but equally rewarding (and fun!) creative industries.

I hope you enjoy your time volunteering with us and please get in touch if you have any questions or comments.



Sophie Hosking – Arts and Culture Co-ordinator

Hello and welcome to Arts Extra! First of all I'd like to say a huge thank you for deciding to volunteer with the Arts and Culture department here at the University.

Our volunteers are essential to the smooth running of hundreds of events and activities at Christ Church every year, without which the University would be a much less vibrant place. From getting involved in front of house support at music concerts, to invigilating exhibitions at the Sidney Cooper Gallery, Arts Extra volunteers are on the pulse of upcoming events. As ambassadors for the Arts and Culture department, they are also crucial to the success of the arts and culture programme, helping to promote events to students across the campus.

Whether you are interested in volunteering to increase your work experience or you are looking to make a difference to the cultural life on campus, we hope joining Arts Extra will be an interesting and rewarding activity.

This handbook, along with the training provided, is here to guide you in your role, inform you of our policies and procedures and ensure you know who to go to if you need any help. If you have any questions please do not hesitate to get in contact, at any point during your volunteering journey.



What is Arts Extra?

Arts Extra is a new initiative for 2014 which aims to support and promote the huge diversity of arts and culture events on and around campus.

Our ambition is to create a team of motivated, creative students, interested in making a difference to the cultural life of the University.

By joining Arts Extra you will have the opportunity to get involved in areas as diverse as Arts Marketing, Stage Management and Front of House support. This could include writing reviews of shows, taking part in weird and wonderful publicity stunts or making sure that concerts and performances run to plan. A great opportunity to develop new skills and that all important work experience, there are also opportunities to contribute to the University's arts and culture programme more generally and represent the student body at Arts Advisory meetings and focus groups.

"Volunteering is a great way of gaining experience in the arts; it shows you're passionate, dedicated and willing to go the extra mile – all qualities needed in today's creative industries".

Arts Manager

"I have enjoyed every single minute of volunteering, taking on roles such as Assistant Stage Manager, Front of House usher and Company Manager. I have made many friends from helping with these events and I would recommend everyone to volunteer as it helped me choose the career path that I want to follow! "

Camilla Watkins – Canterbury Christ Church Graduate

What can you do? – Volunteer Roles

Currently there are three strands to the programme:

- Front of House/ Stage Management Volunteers
- Technical Volunteer
- Arts Marketing Volunteer

Front of House/ Stage Management Volunteers

As Front of House/ Stage Management Volunteers you will play a vital role in the smooth running of arts and cultural events and activities at the University.

You will be the public face of the Arts and Culture team often providing the first point of contact between the University and the public.

You may be helping out with lunchtime concerts, greeting customers and directing them to their seats. Alternatively, you could be helping out with any number of our evening events and performances, distributing programmes, assisting with box office, or collecting audience data. We also have roles in the Sidney Cooper Gallery where you could get involved with invigilating exhibitions or helping out with exhibition set up and take down, all valuable experience for front facing arts careers.



Stage Management Volunteers could be working onstage and behind the scenes, liaising with artists and technicians and providing organisational and stage management support to ensure individual events run to plan

Skills needed/ attributes:

- An interest in the arts
- Enthusiasm
- Previous customer service experience is desirable but not essential
- Reliable

This role would suit someone who is interested in attending arts and music events and enjoys working with the public.

Level of commitment:

Flexible - After an initial training session volunteers can sign up to events on a monthly/ termly basis.

Main Contact

Christina Papaspyrou – MPA Events Co-ordinator
christina.papaspyrou@canterbury.ac.uk

Technical Volunteer

Volunteer Technicians will work closely with the stage manager and individual artists to ensure that the technical requirements for each event are met. The role will include setting up and taking down equipment, e.g. set, lighting and sound.

You will work closely with the artist liaison team to ensure the smooth and effective running of the stage. You may be operating microphones, amplifiers and control desks to balance the sound levels, and also providing background music and sound effects.

This role requires someone with technical production experience and/or training and will involve occasional heavy lifting.



Skills needed/ attributes:

- An interest in the arts
- Enthusiasm
- Some experience of technical production/ sound/ lighting engineering
- Reliable

This role would suit someone who is interested in learning more about the technical side of live performance production.

Level of commitment:

Flexible. After an initial training session volunteers can sign up to events on a monthly/ termly basis.

Main Contact:

Kevin King – MPA Technician
kevin.king@canterbury.ac.uk

'I volunteered with the Music department for three years and have gained an array of transferable skills including time management and leadership. As well as CV boosters, you get to see productions and concerts for free (!!) and work alongside a friendly and able team'.

Kelly Butler, Canterbury Christ Church Graduate

Arts Marketing

What will you do?

The Arts Marketing Volunteers are a team of students who get involved in promotional activities for the Arts and Culture team at the University.

You may be helping to develop and lead your own marketing campaigns, writing reviews and blog posts, or promoting events via student radio and social media.

As an ambassador for the Arts and Culture team you may have the opportunity to attend external events or organise your own weird and wonderful publicity stunts on campus.

Regular meetings and focus groups are held to discuss publicity campaigns and you will be invited to contribute your ideas.

Skills needed/ attributes:

- An interest in the arts
- Enthusiasm and energy
- Reliable

This role would suite someone who is interested in PR, arts marketing or journalism.

Level of commitment:

Flexible - After an initial training session volunteers can sign up to promote events on a monthly/termly basis.

Main contact:

Sophie Hosking – Arts and Culture Coordinator
Sophie.hosking@canterbury.ac.uk



Practicalities:

How do I sign up?

You can sign up to one or more volunteer roles depending on your interests and availability. After an initial induction/ introductory session, individual training sessions will run for the separate strands of the programme. Attendance at these training sessions is a necessary requirement for joining the volunteer programme but there may be opportunities to join Arts Extra at later points during the year.

After the initial introductory session and training, volunteers will be able to sign up to shifts on either a termly basis or at more sporadic intervals depending on the volunteer role. This is done through our online sign up system - VolunteerSpot

Levels of commitment:

Levels of commitment needed may vary but on average, we would like volunteers to commit to a minimum of one session every two weeks.

Once a term Student Arts Advisory Meetings will be organised which will feed into the University's main Arts Advisory Meetings.

Mutual Expectations

Our student volunteers are an important and valued part of the Arts and Culture department. We will seek to support and recognise your service and development throughout your time with us. In turn, we hope that you enjoy volunteering with us and feel a full part of our team.

We will:

- Provide you with an induction, support, supervision and relevant training.
- Give you a role description setting out your duties.
- Provide support and supervision by a named member of staff.
- Help you to go on training relevant to your role.
- Treat any complaints you may have seriously and take necessary action.
- Refund your travel expenses.

Arts Extra volunteers are asked to:

- Attend voluntary placements at the times agreed with supervisors.
- Let supervisors or the Volunteer Co-ordinator know if they cannot attend.
- Treat all staff, visitors and other volunteers with dignity and respect.
- Attend induction and supervision sessions.
- Work within the health and safety guidance provided.
- Tell their supervisor if they are unhappy with their voluntary work or have a complaint.

What are the benefits?

- It looks great on your CV
- All volunteering hours can count towards your Christ Church Extra Award and Volunteering Certificate.
- Opportunities to get involved in focus groups and Student Arts Advisory Committees.
- Free tickets to special events and private views.
- Be the first to hear about paid internship roles and work experience opportunities.
- First-hand experience of the Arts Industry.
- Interesting talks and training from visiting companies/artists and the Christ Church University team.

Training and ongoing Support

Initial training for the various volunteering streams will run at the beginning of the term. This will provide a full introduction into the role and allow you to ask any questions. Further training will be provided on the job.

Developmental activities will run throughout the year. This could include talks from visiting experts and invitations for other training sessions run by the University.

Student Representation

All Arts Extra volunteers will be invited to put themselves forward for election to the Student Arts Advisory Board. The Student Arts Advisory Board will meet three times a year in advance of University's Arts Advisory group and feed into the group's main agenda. Topics for discussion could include programming, marketing or levels of arts engagement across campus.

Additional Information

Arts Extra is eligible to be fed into the Christ Church Extra Award. Christ Church Extra is an 'extra-curricular' award, which recognises students' efforts alongside and outside of their course.

By recording these extra-curricular activities and completing an e-Portfolio reflecting on your development and achievements, student can achieve the Christ Church Extra Award.

This award is formally endorsed by the University and recorded on students' [Higher Education Achievement Report \(HEAR\)](#).

Volunteering hours can also be logged online via the University's volunteering portal: <http://www.canterburyvolunteering.org.uk/> by signing up and logging your volunteer hours you become eligible for the University's Volunteering Certificate.

CHRIST CHURCH EXTRA AWARD

Appendix 1: Induction Checklist

Activity	Completed – Sign and Date
Volunteer Consent Form and Emergency Contact Details Completed (Same form)	
Awareness of scheme aims and objectives	
Awareness of Mutual Expectations and Volunteer Agreement	
Dress Code	
Health and Safety Training - Aware of Fire Evacuation Procedures and Assembly Points - Aware of Emergency Procedures and First Aid Procedure - Incident Reporting and Hazard Spotting	
Risk Assessment Form Signed and Completed	
Manual Handling Training	
Role Specific Training	
Volunteer Representation and Support	
Aware of Student Arts Advisory Meetings	
Methods of Communication	
Volunteer Spot	
Blackboard	
Social Media	



Risk Assessment Form – Arts Extra

Volunteering with Arts Extra can include a variety of work tasks. Volunteers may be required to undertake all or just one of the tasks itemised below. This form is provided as a checklist and all new volunteers are requested to read and sign /date it. A copy of this Risk Assessment will be sent up to the university’s solicitor’s office to go on file while you keep your induction checklist.

- I have been shown where the fire exits are and what to do in case the fire alarm goes off.
- I know where the fire assembly point is and the evacuation procedure to follow.
- I know what to do in case of emergency (e.g. if a member of the public or staff/ volunteer is injured or feels unwell).
- I know how to summon a first aider or emergency service support.
- I know the panic button procedure (If relevant).
- I know how to report an incident.
- I have been instructed not to lift heavy objects, climb a ladder or use a mains wired power tool.
- I know where the toilets are located, where to make tea and coffee (if appropriate) and am aware of my right to take breaks and a lunch break.
- I know how to spot a hazard and will report any hazards or potential hazards (i.e. sharp corners, trip hazards) immediately to staff if I become aware of them.
- It is my responsibility to wear appropriate clothing and footwear for required tasks (i.e. all black for evening events, casual practical clothing for get in/ set up).
- If I have any concerns or observations, I will report them to a staff member immediately.

Volunteer

Signed:..... Print Name in full.....

Date.....

Staff Member

Signed..... Date.....

Appendix II:

Health, Safety & Welfare Information for Volunteers

Under Health & Safety Law you are regarded as employee.

As an employer CCCU has a legal duty to ensure, as far as is reasonably practicable, your health, safety and welfare by:

- Consulting with your safety representatives on matters relating to your health and safety at work.
- Making your workplace safe and without risks to health.
- Ensuring plant and machinery are safe and that safe systems of work are set and followed.
- Ensuring articles and substances are moved, stored and used safely.
Providing adequate welfare facilities.
- Giving you the information, instruction, training and supervision necessary for your health and safety.

As an employee you have a legal duty to:

- Take reasonable care for your own health and safety and that of others who may be affected by what you do or do not do.
- Co-operating with your employer in respect of health and safety.
- Correctly using work items provided by your employer, including personal protective equipment, in accordance with training instructions.
- Not interfering with or misusing anything provided for your health, safety or welfare

Health, Safety and Welfare Issues

Any accidents, injuries, incidents or possible breaches of health and safety must be reported immediately to your manager, Department Health & Safety Representative or the University Health & Safety Advisor.

Emergency Evacuation

On discovering a fire, please, activate the nearest fire alarm. Do not attempt to use the fire extinguishers unless confident or trained to do so.

On hearing the alarm please leave the building following the green exit signs and assemble at the nearest designated assembly point.

Do not re-enter the buildings unless advised it is safe to do so by the Duty Fire Officer.

First Aid Provision

Please contact the Security Lodge ext 2355 (Canterbury Campus) for all other Campuses including Hall Place contact Reception. They will then arrange for a First Aider to attend.

Smoking

The University operates a no smoking policy.

Safe Manual Handling

<p>1. Check the Weight</p> <p>Before you lift anything check the weight of the load. Push it or give it a kick to estimate its weight.</p> 	<p>5. The Lift</p> <p>The lift should be smooth - avoid jerky movements. Keep your head up and stand up slowly. Hold the load as close as possible to your body. If necessary the load should be rested on a table (or equivalent) if you need to adjust the position of your hands.</p> 
<p>2. Stop and think</p> <p>Is it safe to lift this weight?</p> <p>Can you avoid lifting or carrying it?</p> <p>Can you use a truck or trolley?</p> <p>Do you need someone to help?</p> <p>Think about where you are carrying it to. Are there any doors that need opening or obstacles in the way?</p> 	<p>6. Lowering</p> <p>This should be as for lifting but in reverse. Care should be taken not to trap fingers. Avoid lowering to the floor if possible.</p> 
<p>3. Feet positioning</p> <p>Your feet should be placed close to the load but wide enough apart to ensure that your body is stable and you can keep your balance. Position your feet on either side of the load, pointing in the direction of travel.</p> 	<p>7. Other considerations</p> <ul style="list-style-type: none"> <input type="checkbox"/> is the working area free from obstruction? <input type="checkbox"/> can the load/task be modified? <input type="checkbox"/> is there an off-centre of gravity that should be kept close to the body? <input type="checkbox"/> can the lift be completed without interruption? <input type="checkbox"/> is a rest stop needed during the carry? <input type="checkbox"/> are there slopes/stairs to consider?
<p>4. Adopt a good posture</p> <p>Get down to the level of the load by bending at the knees and hips. Get a firm grip on the load. Keep your back straight and look straight ahead.</p> 	<p>8. DONT DO THIS!</p> <p>It isn't possible to have a back transplant. Back injuries are very painful, and can be difficult to treat. They often result in considerable sickness absence, and can cause long-term disability. Take care of your back at work and at home.</p> 

Correct Posture when sitting at a desk



