

## Events Team Volunteer role description

### Why does Newcastle Castle need my help?

We need volunteers to help us to deliver our exciting programme of events, ensuring that Newcastle Castle remains an important part of Newcastle's cultural scene. The events programme includes film nights, music gigs, theatrical performances, guided tours, talks and lectures and lots more.

### How much time will I be expected to give?

This is a very flexible role, where you would be able to choose which events you come to help with based on your availability and our programme. Most of our events are in the evening (5pm onwards), but not all. You would be contacted at least once a month with a list of available events that require volunteers.

### Where will I be based?

Newcastle Castle, either the Black Gate or the Castle Keep. Newcastle Upon Tyne, NE1 1RQ.

### What will I be doing?

Events team volunteers assist Newcastle Castle's staff with delivering a high-quality experience for our audiences. Activities include:

- Setting up for events, which can include putting out chairs, setting up the screen for film nights, helping performers carry gear onsite and more.
- Welcoming visitors and checking their tickets on arrival.
- Visitor orientation, including pointing them to the performance areas, toilets etc.
- Assisting staff with sale of refreshments.
- Take-down at the end of the event, ensuring everything is packed away.

### What skills, qualities and experience do I need?

We are looking for people who:

- Are committed to providing a great cultural offer in Newcastle Upon Tyne
- Are self-motivated and pro-active and can work well in a team
- Are approachable and friendly to visitors
- Are happy taking on a variety of tasks as necessary
- Want to be part of an exciting range of cultural events throughout the year.

## What support and Training will I receive?

You will receive a full induction before starting your role. Additional training opportunities will also be advertised for volunteers throughout the year and may include:

- First aid
- Health and safety
- Manual handling
- Visitor Engagement
- Disability awareness

## What does Newcastle Castle expect from me?

We expect you to:

- Provide a friendly welcome and an enjoyable experience to our visitors.
- Be reliable and dependable.
- Observe organisational policies and procedures.
- Follow our security and safety procedures.
- Maintain good working relationships with members of staff, other volunteers, and the public.
- Help us to protect and promote Newcastle Castle.
- Attend appropriate training if necessary.
- Undergo a DBS check if necessary for your role.
- Any document or other material that you create while volunteering for Newcastle Castle will be the property and copyright of Newcastle Castle.

## What can I expect from Newcastle Castle?

- A welcoming and enjoyable experience.
- To be treated fairly and with respect.
- Recognition and appreciation for your contribution.
- A full induction, ongoing support, and training opportunities.
- Free entry to the Castle for yourself and 2 guests within normal opening hours.
- Reimbursement of reasonable local travel costs between home and volunteering location within agreed limits.