



**The  
AUTUMN  
FESTIVAL  
of Norfolk**

---

## **Volunteer Pack**

---

Thank you for your interest in volunteering with the Autumn Festival of Norfolk. Volunteers are a vital part of the Festival, and we are grateful for your support.

Please note: This is a voluntary role and not a paid position. No employment relationship is created by this agreement, and no salary, wages, or benefits will be provided. Volunteers are reimbursed only for pre-approved expenses where applicable.

### **Volunteer Duties**

Volunteers may be asked to welcome guests, check tickets, assist with seating, or provide general support. Always ask the Front of House Manager or Volunteer Coordinator if unsure about your task. Please arrive ready to be available to help the audience and assist in ensuring the evening runs efficiently. Duties During the Event include...

**Welcome at the Door:** You will be the first point of contact for guests, so greet them warmly and direct them to the check-in desk. All guests must check in for fire safety regulations, whether or not they have a ticket.

**Guest Check-In & Arrival:** Follow the Front of House Manager's guidance. Guests cannot go upstairs until the house is officially opened. While they wait, encourage them to view the artwork or enjoy a complimentary drink. Be ready to answer common questions about timings (interval, finish time), or direct queries to the Front of House Manager or Volunteer Coordinator if unsure.

**House Opening:** The Artistic Director or Front of House Manager will announce when the house is open, using a bell and short welcome.

## **Dress Code**

The standard dress code is smart/casual or Festival-branded t-shirts (provided). Some events may require more formal attire. Volunteers should present themselves clean and tidy. Cultural and religious dress is respected

## **Serving Drinks & Snacks**

Volunteers may be asked to help serve complimentary drinks and snacks. You will not handle money at any time. Please follow the instructions of the Front of House Manager.

## **Parking & Toilets**

Parking is at your own discretion and risk. The Festival does not accept liability for loss or damage. Daytime parking is not usually available at the Cathedral, but evening volunteers may use Cathedral spaces where signed. If you are volunteering at an evening event you should be able to park outside the Cathedral. Please act in accordance to any signs which the Cathedral has put out. The main gates which lead onto Tombland generally get closed at 23.30. To exit the Cathedral after this time please use the Bishop Gate exit. If you are uncertain where this is please ask a Verger, the Front of House Manager or Volunteer coordinator. At the Hostry building, toilets are located under the Refectory. Please familiarise yourself with access and restrooms to assist audiences with directions in any other venue you are working in.

## **Volunteer Code of Conduct**

As a volunteer, you represent the Autumn Festival of Norfolk. Professional, respectful, and inclusive behaviour is expected at all times.

Volunteers must:

- Treat all people with dignity and respect.
- Comply with health and safety procedures.
- Avoid inappropriate, offensive, or discriminatory behaviour.
- Uphold the Festival's reputation in all interactions.
- Follow instructions from Festival staff.

Volunteers must not:

- Use their role for personal gain.
- Offer or accept bribes.
- Put others' health, safety, or welfare at unnecessary risk.

## Emergency Procedures

In the event of an emergency evacuation, please leave via the nearest exit and follow instructions from the Front of House Manager or Volunteer Coordinator. Familiarise yourself with all exits and the designated meeting point before your shift.

For medical emergencies, contact the Front of House Manager, Volunteer Coordinator, or Verger on duty. Only assist as instructed.

For suspicious behaviour or packages, discreetly alert the Front of House Manager or Volunteer Coordinator.

## Final Notes

If you are unable to fulfil your volunteer slot, please give as much notice as possible. If possible, volunteers may/may not be able to attend a performance on the evening of their shift but this is not guaranteed and will depend upon the event capacity and role requirements.

## Contact

### **Scott Meacock**

Front of House/Volunteer Coordinator: [scott.meacock@icloud.com](mailto:scott.meacock@icloud.com)

### **Victoria Jenkins**

Supporter Liaison: [victoria@autumnfestivalofnorfolk.org](mailto:victoria@autumnfestivalofnorfolk.org) / 07794 830259