

Pleasance Theatre Trust - Volunteer Pack

June 2021

1. About Pleasance Festival Volunteer Programme
2. About Our Team
3. What the Programme Offers
4. Getting Involved
5. Applications
6. Equal Opportunities
7. Covid Security
8. About the Roles

1. About Pleasance Festival Volunteer Programme

The Pleasance Theatre Trust is delighted to reopen the gates for the 2021 Fringe. An unforgettable experience awaits you!

The Pleasance Festival Volunteer Programme provides a platform for people of all backgrounds and ages to hone their skills in the creative industries, through playing an important part in the daily operation of the Pleasance's venues.

The Programme runs from Tuesday 3rd August - Tuesday 31st August (Box Office / Front of House) or Wednesday 1st September (Venue Crew). The majority of volunteers join us for the full festival, however opportunities may be available for shorter durations (see "Getting Involved").

As a volunteer, you act in a dedicated position with genuine responsibilities, supported by team members already working in the industry. The programme is about hands-on experience and peer to peer learning. It includes those of all levels of experience who share the same passion for the arts.

Often demanding and always fast-paced, a month on the Fringe can be an eye-opening experience. What you put in we hope you get back. Previous participants have cited the development of new skills, building confidence in social and diplomatic situations, the opportunity to put existing experience into practice and creating a professional network as just some of the benefits of joining. Not to mention having an unforgettable experience in an unparalleled hub of creativity and energy.

This year's Festival may be smaller, but its purpose has never been bigger - bringing artists back to the stage and creating opportunities to nurture and support new talent. This is a moment to rebuild and rediscover - embodying the hopeful spirit of our very first year on the Fringe in 1985.

The Pleasance is a place for everyone, built by us, but made unforgettable by you.

We hope you'll join us.

The Pleasance Theatre Trust is a registered charity - charity numbers 1050944 (England & Wales) and SC043237 (Scotland).

2. About Our Team

The Pleasance is a place for experiences – both on and off the stage. For our team, audiences and performers alike, we want this experience to be positive, lasting and even life affirming. We measure the success of our operation through the delivery of these experiences, not by ticket sales or 5 star reviews. To achieve this, we are looking for people who share our values;

- **Passion** – Our team is driven by their enthusiasm for what they do and why they do it. From this comes a unique energy that fuels us, creates momentum and permeates every facet of the Pleasance.
- **People** – No matter the level of knowledge or seniority, each and every team member has an equal value. Our collective ambitions can only be achieved through the active participation of all. Our team is committed to inclusion, peer-to-peer learning and pro-active support.
- **Pride** – We are motivated to deliver the highest possible standards with an approach that is as personable as it is professional. Our team takes pride in creating an exemplary environment where participants feel nurtured, engaged, valued and inspired.
- **Perseverance** – We operate in a fast-paced working environment and take this on with open arms and eyes. Through a positive mind-set, good sense of humour and a “can do” attitude, our teams share both the challenges and rewards of an unparalleled creative workplace.
- **Progression** – We exist to offer a platform to talented people looking to develop in the creative industries and will work tirelessly to support them in that pursuit. We are a family that is proud to be represented by an inspiring community of alumni that spans the globe.

3. What the Programme Offers

In addition to what we hope is an invaluable and exhilarating experience, all volunteers receive;

- A subsistence of no less than £460 as a contribution to your living expenses. This is paid in two parts - 50% in the middle of the festival, 50% at the end.
- For those who require accommodation, a single private bedroom within close proximity to the venue at no cost to yourself. Each room is in a 4 - 6 bedroom apartment that is shared exclusively with other Pleasance volunteers.
- A Pleasance Pass, which gives free access to any show in the Pleasance programme.
- Access to training.
- The opportunity to include your time with the Pleasance on your CV and request references.

Our aim is to provide volunteers with the chance to develop their skills and knowledge whilst enjoying the festival and - where required - safe, secure lodgings.

The venue is open to the public from 6th - 29th August inclusive. Volunteers work on a daily rota throughout the festival, on a schedule that varies according to their role. All departments ensure that adequate breaks are provided for rest and enjoying the festival. Typical shift patterns are discussed in more detail during interview. All volunteers are involved in the venue Get-In and Get-Out at either side of these dates, where we set up and pack up the venue respectively.

A peer and managerial support network is available to all volunteers throughout the festival. Dedicated mechanisms to provide feedback on your experience are available to all volunteers both throughout the festival and at its conclusion.

4. Getting Involved

There are two ways to get involved;

Full Festival

Join us for the entirety of the Festival, from Tuesday 3rd August - Tuesday 31st August (Box Office / Front of House) or Wednesday 1st September (Venue Crew). You will have a dedicated role throughout this time and be part of the daily rota in your chosen department, with shifts varying from day to day. This is how most volunteers join us and the best way to get the fullest possible experience. It is suitable for both those local to Edinburgh and further afield, with those who require it being provided with accommodation at no cost. All you need to do is arrange your travel to and from the festival.

Part Festival

We also consider volunteers who cannot commit to the entire Festival or have less daily flexibility. With these roles, we generally look for volunteers to commit their time in week-long blocks or to specific shift times across a longer duration. Where possible, you will join us for some pre-festival training sessions during 4th and 5th August and receive some refresher training on your first shift. These roles are best suited to those local to Edinburgh, as we are unable to provide accommodation for shorter durations. Due to the technical nature of some roles, these opportunities are likely to be limited to the Front of House department.

Participants are generally over 18, however 16 and 17 year olds who do not require accommodation will be considered on a case by case basis.

All applicants must have the right to work in the UK.

5. How to Apply

To apply, simply complete the online form at:

<https://www.pleasance.co.uk/festival-volunteer-programme>

We also ask applicants to complete the Pleasance Equal Opportunities Monitoring Form at:

<http://bit.ly/PleasanceEqualOps>

In the application form you will be asked to provide information about yourself, why you wish to be considered and what position you wish to be considered for. You are encouraged to email an accompanying CV, but this is not required.

Deadline: Applications will be reviewed and interviews held via Zoom or phone on a rolling basis until all roles are filled. Applications will be considered on a first applied, first reviewed basis and interviews scheduled with shortlisted candidates accordingly.

Applications via alternative means such as a video or voice application will be accepted from those who require reasonable adjustments. Please contact us if you wish to discuss this.

Contact: Email: jobs@pleasance.co.uk
Phone: +44 (0)207 619 6868
Post: Recruitment
Pleasance Theatre Trust
Carpenters Mews, North Road, London, N7 9EF

6. Equal Opportunities

The Pleasance Theatre Trust is an equal opportunities employer and welcomes applications from all sections of the community. In particular, we encourage applications from backgrounds or social groups currently underrepresented in the creative industries.

If you would require any reasonable adjustments at interview or whilst undertaking the role as specified, please highlight this as part of your application and we will be happy to discuss these.

7. Covid Security

This year's Covid secure operation puts health, wellbeing and enjoyment at its core - having been carefully designed to adhere to all public health guidance and legislation. Appropriate Covid security measures are in place across all areas of the Festival Volunteer Programme, including on site and in any accommodation. Training and advice will be given to all participants. Participants are welcome to ask any questions they may have in relation to this, either on email or during your interview.

8. About the Roles

Below you will find an outline of the roles available as part of the Festival Volunteer Programme.

The ideal candidates will have some level of transferable experience in one or more of the areas listed, but this is by no means essential. We consider candidates with all levels of knowledge and often temperament and enthusiasm is as important a factor as any. Being self-motivated, patient and a strong team player are essential.

Venue Crew

The **Venue Crew** supports the technical requirements of a range of performing companies, working as part of a close-knit team to ensure the smooth running of their performance space and dealing with any issues that may arise. Each member of Venue Crew is dedicated to a specific performance space for the duration of the Festival and are placed in a space that is suitable to their skills. The Venue Crew also work closely with the Front of House team, playing an active role in seating and managing incoming audiences.

Venue Crew are supported by the Venue Manager and Duty Technicians.

Training will be provided, however beneficial skills and experience may include any of the following:

- Building and maintaining relationships with and supporting performing companies.
 - Basic understanding of the principles of live sound and stage lighting.
 - Knowledge of current stage and backstage theatre practices.
 - Basic fault finding and technical troubleshooting.
 - Maintaining accurate paperwork.
 - Resilience working under pressure, calm and an unrelenting good humour.
-

Front of House Assistant

The **Front of House Assistant** is in the thick of the festival action day-in, day-out. They manage incoming audiences, making sure that customers are in the correct queue, for the correct performance, on the correct day and time. Working closely with the Venue Crew and Box Office, they help maintain the performance schedule - admitting ticket-holders to the performance space with a digital ticketing system as soon as the house is ready to open. They also operate as a mobile information-booth, answering questions from a range of audiences as well as dealing with the occasional issue that may arise.

Front of House Assistants are supported by the Front of House Manager and Supervisor.

Training will be provided, however beneficial skills and experience may include any of the following:

- Ushering or people management within a theatre or live events setting.
- Customer service.
- Time management.
- Digital ticketing.

- Energetic whilst on your feet all day.
- Working outdoors, particularly in the all-weather Scottish “summer”.
- Personable, approachable and friendly manner.
- Resilience working under pressure, calm and an unrelenting good humour.

Box Office Operator

The **Box Office Operator** is part of the ticketing nerve centre of our festival operation. Using the Pleasance’s digital ticketing software (VIA by Red61), they sell tickets for all productions in the Pleasance programme - catering to those who know exactly what they want to see, and those who are looking for a steer on something that might suit their tastes. They also maintain the Pleasance’s reputation for excellent customer service, answering questions from a range of audiences as well as dealing with the occasional issue that may arise. Working closely with the Front of House team, they support the use of digital ticketing on venue doors and may on occasion help admit audiences during particularly busy shows.

Box Office Operators are supported by the Box Office Manager and Supervisors.

Training will be provided, however beneficial skills and experience may include any of the following:

- Customer service in a venue, restaurant, shop or other public-facing setting.
- Use of ticketing software, computerised tills, databases or similar systems.
- Working with a broad range of the general public.
- Staying focussed in a busy, boisterous and high pressure environment.