

Volunteer Coordinator Recruitment Pack



GDIF



About Greenwich+Docklands International Festival

Recently described in the Guardian as “one of the best free festivals in the UK. Whose annual contribution to the happiness of the people of London is unrivalled”, **Greenwich+Docklands International Festival**, affectionately known as **GDIF**, has been surprising and delighting audiences since 1996 with its annual programme of free outdoor theatre, circus and dance.

Across 17 days each summer, GDIF welcomes audiences of more than 55,000 to a free outdoor programme of ambitious performing arts, often featuring extraordinary staging in public spaces across Greenwich, East London, Thamesmead and the City of London. Shortlisted as ‘Producer of the Year’ by **The Stage Awards 2025**, in recent years GDIF has staged critically acclaimed performances on a **moving double decker bus**, a **3 tonne block of melting ice** and on the **façade of St Paul’s Cathedral**.

Every **GDIF performance** is free to attend. Advocating for inclusion and integrated access are core to GDIF’s values and in 2023 GDIF became the first festival in the UK to be awarded the Platinum level for accessibility by **Attitude is Everything**, recognising the festival’s commitment to removing barriers between audiences and the arts.

GDIF is the flagship annual event produced by **FESTIVAL.ORG**, one of Europe’s leading outdoor arts producing organisations and charities, renowned for producing ambitious, inclusive and accessible outdoor events in the UK and beyond.

About the role Volunteer Coordinator

We are looking for a person-centered, enthusiastic and highly organised individual to lead on the recruitment and management of our team of volunteers at GDIF 2025.

The Volunteer Coordinator is an integral part of the festival delivery team, collaborating closely with the production, operations and marketing teams. The Volunteer Coordinator will oversee the recruitment, training and line-management of up to 200 GDIF 2025 volunteers. Our community of volunteers give their time to GDIF because they are passionate about free outdoor arts, want to develop new skills and connect with new people.

At the festival they are the friendly face of GDIF, welcoming audiences, sharing information, taking donations and feedback and providing access support. The Volunteer Coordinator will ensure each volunteer is trained, provided with clear information (through Better Impact software) and supported during their time at the festival. It is important to us that our community of volunteers reflect London’s diversity.

This role requires a satisfactory (DBS Disclosure and Barring Service) check. If a successful applicant is not in possession of a DBS certificate GDIF are able to arrange your check for you.



The Details **Volunteer Coordinator**

Job title: Volunteer Coordinator
Reports to: Head of Communications & Audiences
Responsible for: Assistant Volunteer Coordinator, GDIF 2025 Volunteers
Working with: Producing and Production teams, Access team, Marketing Team and visiting artists
Contract: Freelance fixed term, May - September 2025
Freelance fee: £9,045 fixed fee (67 days at £135 per day) paid monthly upon receipt of invoices.

Working days: Part time from May 2025 scaling up to full time in August and September. Although the timeline for the role is to be mutually agreed by the successful applicant and the Head of Communications & Audiences, the scope of work is expected to look something like:

Availability: **May:** 2 days per week; **June:** 3 days per week; **July:** 3 days per week; **August:** 5 days per week; **September:** 10 working days.

Must have full availability (inclusive of weekends and evenings) for GDIF 2025 dates: **22 August - 7 September**. Some occasional evening or weekend work may be required in the lead up to the festival for which you will be paid in full.

Location: This role is office-based. The FESTIVAL.ORG office is in North Greenwich, South East London. Standard office hours are 9.30am - 6pm.

As part of Greenwich Peninsula's Design District FESTIVAL.ORG employees are entitled to Design District Membership benefits including free weekly Yoga, 10% off at the Bureau Cafe, happy hour Thursdays and access to coworking spaces.



Person specification

Essential:

- Experience of team management or leadership;
- A passion for the work Greenwich+Docklands International Festival does and their mission to nurture communities through outdoor arts;
- Strong pastoral and interpersonal skills with a proven ability to quickly build and maintain relationships;
- Ability to take initiative, multi-task, work effectively and efficiently under pressure, with a strong understanding of project-based and/or festival working;
- Capability to problem solve quickly and independently as well as working successfully as part of a team to deliver the needs of the role to the highest standard;
- A flexible, proactive and positive approach to manage and motivate a diverse range of volunteers;
- Experience of working within diverse communities;
- Experience of training and developing the skills of others;
- Great administrative skills with proven attention to detail and track record of database management, monitoring, and evaluation;
- Excellent written and oral communication skills, plus sound IT knowledge;
- Availability to work evenings and weekends as required, including full duration of the festival period;
- Sound knowledge of safeguarding procedures and best practice;
- A satisfactory DBS (Disclosure and Barring Service) criminal records background check or willingness to acquire one.

Desirable:

- Experience in volunteer recruitment and management, community engagement and outreach, or a similar role;
- An existing awareness of the communities and groups in the Royal Borough of Greenwich, the borough of Newham, Thamesmead and the City of London;
- An awareness of access, safeguarding and inclusion best practices;



Volunteers at GDIF 2024

Job description

Recruitment

- Recruit a pool of between 100 and 200 volunteers from a diverse range of backgrounds to fulfil a wide range of roles for GDIF 2025;
- Recruit a team of volunteer team leaders to assist with the management of volunteer teams on-site;
- Update Better Impact, our digital volunteer management platform, with up to date information to recruit and manage volunteers;
- Maintain good relationships with our existing committed team of festival volunteers;
- Develop relationships with organisations who can support recruitment, training and management of our volunteers.

Volunteer Management and Training

- Plan and run appropriate induction and training for volunteers.
- Develop an inclusive supported volunteering scheme to help lessen access barriers to volunteering.
- Ensure best practice safeguarding and wellbeing strategies and procedures are in place.
- Act as the main point of contact for all volunteers.

Finance, Evaluation and Reporting

- Assist the Head of Communications & Audiences with the collection of audience data through volunteers.
- Assist the Head of Communications & Audiences with on-site fundraising at events through volunteers.
- Update and maintain the volunteer budget in consultation with the Head of Communications & Audiences.
- Coordinate the volunteer expenses system including managing reimbursement and accounting for expenses paid in the volunteer budget.
- Maintain records of volunteer demographics and feedback for evaluation purposes.
- Compile an end of festival evaluation report.
- Organise and attend volunteer 'Thank you' event.
- Any other duties relevant to the role required in delivering the volunteers programme for the Festival.



How to apply

To apply please send us

1. A completed application form*
2. A completed equal opportunities form

The application and equal opportunities forms can be downloaded from our website festival.org/work-with-us.

Applications should be addressed to **Shaun Evelyn**, Head of Communications & Audiences: shaun@festival.org with your name and Volunteer Coordinator Application in the subject line by 9am Friday 21st March 2025. We are particularly keen to interview Global Majority, Deaf and disabled applicants who are currently underrepresented in our organisation; reasonable adjustments for Deaf and disabled applicants will be made.

If you have any questions regarding the role or your application please contact **Shaun Evelyn**, Head of Communications & Audiences at shaun@festival.org.

Interviews

Interviews will be held Tuesday 1 April in person, in North Greenwich. Interview questions will be sent 5 days in advance. Applicants will be scored on how their experience matches the person specification. Our building has level access, a lift and accessible toilet facilities. Please let us know if you require any access adjustments for your interview.

Accessible Recruitment: Disability Confident Leader

*Other application formats are accepted as an access adjustment (ie BSL video applications, or CV plus no more than 2 sides of A4 cover letter). Please note, if you wish to submit in an alternative format, instead of the application form, ensure that you provide the following information: 1. Your pronouns; 2. Whether or not you have the right to work in the UK; 3. Details of any criminal convictions you have had, excluding any considered 'spent' under The Rehabilitation of Offenders Act 1974 (minor motoring offences should be disregarded); 4. 2 professional referees including name, address, occupation, telephone & email address.

FESTIVAL.ORG is a Disability Confident Leader, which means disabled candidates meeting the minimum essential criteria are guaranteed an interview. It should be noted that we reserve the right to limit the number of interview slots offered to all candidates dependent on the volume of applications.



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