

BIAF Volunteer Ambassador Role Profile



Description of activity:

As we celebrate our 60th year, **Belfast International Arts Festival** invites applications for Volunteer Ambassadors to support BIAF22 during the annual Festival taking place between 5th October and 6th November 2022.

We are recruiting a team of enthusiastic Volunteer Ambassadors to help us to deliver a range of world-class events - we'd love you to be part of it. This is a brilliant opportunity to help tens of thousands of guests to Belfast International Arts Festival make the most of their visit. You will be our representatives on the ground, welcoming the audience, gathering feedback and recommending our events.

Training will be provided to ensure you feel happy and confident in your role and we will do our best to work around your availability throughout the duration of the Festival.

Why Volunteer:

This is an opportunity to be part of the city's longest running international arts festival presenting an inspirational and transformative festival of contemporary arts and ideas from world-class artists, thinkers and leaders.

As part of the team you will have the opportunity to become an Ambassador for the event, meeting visitors from all over the world and making new friends. You will also have the chance to access free tickets, subject to availability, to some of our events.

What you will be doing:

- Welcoming all visitors to Belfast International Arts Festival events, assisting with enquiries in a positive and friendly manner
- Sharing information on Festival events
- Instructing visitors as directed by the BIAF Volunteer Co-Ordinator
- Assisting staff in monitoring and controlling of visitor flow during peak times
- Assisting with stewarding at theatre and outdoor performance events
- Conducting audience surveys and gathering feedback

Location:

Venues throughout the city including Brian Friel Theatre, Black Box, Cultúrlann McAdam Ó Fiaich, CS Lewis Square, Grand Opera House, Lyric Theatre, the Deer's Head Music Hall and the MAC.

Timescale:

Festival events run from 5th October to 6th November 2022.

Training:

All Volunteers must attend an induction session – the provisional date of this is 20th September from 6pm, details will be confirmed nearer to the time.

Availability:

BIAF Volunteer Ambassadors are expected to be available for two shifts per week. Shifts are most likely to be in the evening, but a few could be in the morning or afternoon.

This Volunteer role may be for you if you:

- Have an interest in arts and culture
- Have a positive and outgoing personality
- Have a good level of spoken English
- Take pride in and enjoy welcoming visitors of all ages and backgrounds
- Are well-presented, reliable and personable
- Feel confident in a customer-facing environment
- Are confident in using tablets/iPads
- Enjoy being part of a team

Other information:

We will provide you with a branded T-shirt for easy identification by visitors. If you are volunteering on any of our outdoor events you'll need to ensure you have appropriate clothing and footwear.

Volunteers must be 18 or over.

How to apply:

Please complete the Volunteer Ambassador Application and Equality & Diversity Monitoring forms

Contact us, on our recruitment@belfastinternationalartsfestival.com, email to discuss any access requirements you have. We are committed to making any reasonable adjustment where possible to maximise access to volunteering.