

Information on Volunteer roles

Volunteers are the critical element in facilitating festival goes with a wonderful experience and in allowing production and artists to shine. Our volunteers don't just fill a role, they establish the atmosphere of welcome and friendliness that turns a series of concerts into a Festival where conversations and inclusivity are part of the package.

There are varied roles for volunteers, depending on skills and interests. Some roles start well before the Festival period and some are confined to the period immediately around the Festival dates. But for all volunteers, preference is given to those that can commit to several sessions (half days). In return CIMF commits to give training support where required within a supportive team. And you hear great music, either as a spin off from your volunteer work or via free tickets for drivers and others who are not directly involved in concerts.

Office and Media assistance.

Beginning two months out from the Festival, these volunteers sign up to respond to email call outs for assistance at our Braddon Office. It could be asking if your willing to work a set couple of hours a week on ticketing, marketing or media.

Or you may be willing to receive call outs for photocopying, careful proof-reading of an article or such tasks as a single morning putting lanyards together. Each call out asks your availability for an upcoming date and lets you know what task is required.

Front of House Known for their helpfulness, friendliness and flexibility, this role encompasses traditional ushering, assisting patrons with mobility needs, venue set up or tidying and flexible support of the production team or patrons. In addition they are our "eyes and ears", looking for all potential needs or hazards around the venue. It maybe at one of our indoor venues, or at our spectacular outdoor events (unless you tell us that mobility makes this difficult for you). F of H generally arrive 1 hour before and leave 1/2-1 hour after a concert. We roster to give F of H good access to the music but there are times of sold out performances when this is not possible, or time when some F of H are rostered to roles in the grounds, foyer or green room for part of the concert. We do expect that all volunteers are willing to share roles and are equitable in the concert/out of the concert roles.

Ticketing Desk The ticketing team is rostered to any non sellout concerts. We have a simple to use electronic payment system, but a willingness to take responsibility for a cash float is required. The team arrives at a venue up to one hour before a concert. There may be some setting up of the ticketing desk and portable signage. After the commencement of the concert, the ticketing team is free to pack up, leave or join the concert. A willingness to be trained on the ticketing and electronic payment systems is essential.

Traffic and Parking Direction- This is generally done by Front of House volunteer team but the complications of directing cars around the Snow site in particular means that training and experience around the site would be an advantage.

Bar A Safe Service Certificate is required with the bar team. The bar team is responsible for the bar set up, selling prior to concerts and during intervals and tidying or packing up

and securing the bar. Around these duties, the bar staff is able to listen to the concert (space permitting). Willingness to assist in taking home a load of glasses for dishwashing is much appreciated but not mandatory.

Drivers are a critical part of the festival, as their absolute dependability in getting performers to concerts and rehearsals is vital. Drivers use their own cars and are rostered for a morning, afternoon or evening to pick up artists (and maybe their instruments) from the airport, their accommodation or after a concert. The artists allocated will depend on the match of their instruments to your car size. It's a great way to meet performers and point out landmarks in our city. Drivers working 3 or more shifts are offered a pair of concert tickets and get first offer of any free tickets going for concerts where space is available.

Production Support includes media, lighting, sound, photography and staging. It's a great opportunity for those beginning or contemplating a career in music /events or those who love the "behind the scenes" of the Festival. Volunteers are generally linked to one of our production or office teams and work within that team to make the concerts happen. Some roles start now, especially marketing and media support roles with office staff. During the Festival period, it may be venue set up, stage set up, artist care, working alongside the sound or lighting crew or media work. Dependability, stamina and flexibility are the characteristics required here. It's great experience for young adults, even if they are not into our music as many of our production staff work across all types of festivals and can give good industry advice, so suggest this role to those not normally looking at volunteering for our festival.

Green Room Support. This is a great role for those interested in artists "behind the scenes". Volunteers are rostered to the green room at concert halls or rehearsals to keep the green room open and secure, maintain the tidiness, provide catering supplies. They act as support for artists and share information with the venue manager and the location of the warm up room, toilets, rehearsal schedules, performance information and access to a needle and thread or bandaid. Good social skills are a requirement here, being able to "read" which performers like to chat, those who require to be quiet and undisturbed or those fully engaged in conversation with other performers. A good book to read while on duty helps and we make sure that you get access to 1/2 concerts with intervals or offers of free tickets to others concerts.

Rehearsal Venues A great job for those wanting a "behind the scenes" look at concert production. Volunteers are rostered to a rehearsal venue and do anything necessary to maintain the venue or assist the artists, taking some of the load off the production staff. It may be tidying the venue between rehearsals, topping up the catering or welcoming artists and showing them the facilities, or simply keeping the venue secure as production staff zoom off to do pick ups. Dependability, reliability and a good eye for identifying what is needed is required for this role.

Artist Hosts - Billeting CIMF still requires some billets for visiting artists. It may be a single artist or you may be able to offer accommodation to two (or more) members of a group. Accommodation with an en suite is preferred. Those who billet generally find it a great experience and often artists have developed long standing relationships, asking to return to the same billet on their next performance in Canberra. If you decide to transport your billet to and from concerts we can generally find a bit of space at the back of the concert, and all billet hosts are offered a pair of tickets to highly desirable concerts.

Artist Hosts - City Host Some artists are accommodated in hotels, but we don't want to lose our reputation as the "Friendly Festival", after all we do live in one of the world's best cities! So a new volunteer role is "city host"; for those willing to be assigned a visiting artist and during their stay offer those things that personalise their visit. This may be a welcome at the airport and settling them into their accommodation, a city tour between rehearsals or a visit to a venue of particular interest to them, sound advice on where to eat or even transport to rehearsals (you can sit and listen if the venue manager is ok with that). As we don't know what any artist will want, this requires a flexibility as well as friendliness on the part of the host. This maybe an great opportunity for start of career professionals or amateur musicians to meet international or interstate musicians.

Bump In Always a race against time, a team is required to come in to assist in putting out chairs, labelling chairs, tidying and decorating at the various venues.