

Volunteering Info Pack: Summer 2024



Welcome!

Thank you for your interest in volunteering with The Commemoration Hall. This pack will help you explore your options and answer any immediate questions.

What's it like, Volunteering with The Hall?

You'll notice we say volunteering 'with' the Hall, rather than 'for' or 'at'. That's because we put a very high value on the contribution of volunteers. It's sometimes said that volunteers are unpaid 'not because they are worthless, but because they are priceless. For us, that's particularly true - very little of what we achieve could be done without them. Yes, volunteers help run the Hall for the people of Huntingdon, but they're also an essential part of our culture.

What's The Hall's mission? What is it here to do?

The Hall exists to provide a welcoming space to enrich and support the local community, bringing people together through arts, culture, and entertainment. We achieve this by:

- making the Hall feel welcoming, safe and inclusive to all users;
- encouraging a diverse range of nourishing and uplifting events, performances and productions;
- Preserving the Hall and its heritage for the benefit of the local community, ensuring it is professionally and sustainably.

What kind of roles do you have?

Our main volunteering roles are in the Arts Café and supporting the running of our Evening Events and Performances. You can find more detailed descriptions of both at the end of this document.

We also have a few unique roles built around the skills and experiences of individual volunteers. If you have an idea for how you would like to volunteer with The Hall, we'd love to hear it. Tell us about yourself [via this short form](#), or email us at: admin@commhall.org.

How long are volunteers expected to stay? How much time do they give?

Volunteering comes in all shapes and sizes, so there is no right answer. We know everyone has busy lives with lots of other priorities, and we certainly don't expect you to make a lifetime commitment.

Some of our roles come with expectations - suggested minimum commitments - perhaps a specific number of hours per week or amount of time we would hope that you stay. Beyond this we want to be as flexible as possible in helping you to fit your role in with and around your wider life. We encourage you to meet with us, so we can explore this together.

Who can volunteer?

We welcome volunteers from all backgrounds and believe all have a positive contribution to make. We want volunteering with us to be truly inclusive and welcome feedback on how we can improve our practice and remove as many barriers as possible for different communities. Anyone can express an interest in volunteering and we try to place as few limits as possible on who can volunteer.

Our desire to keep all volunteers safe and give them a meaningful experience is our main consideration. We assess all expressions of interest on a case-by-case basis, including supported volunteering (where individuals may require enhanced or additional support to participate) and volunteering for those under the age of eighteen.

Expenses and benefits

No-one should be out of pocket as a result of their volunteering. We treat every situation on its individual needs and merits but, as a general rule, we don't anticipate that you will need to claim expenses as a regular part of your role. If you think you may need to claim expenses we encourage you to discuss this with us before you start.

If you are entitled to any statutory benefits and are concerned about how your volunteering might affect these, or your obligations for seeking employment, please let us know so that we can support you. In most situations these arrangements and obligations should be perfectly compatible with volunteering.

Want to take the next step, or have another question?

If you'd like to continue exploring volunteering with us, get in touch so we can arrange an informal meeting. You can do this by [completing this short form](#) or emailing us at admin@commhall.org.

Our Volunteer Roles: Summer 2024

Arts Café Volunteer

About You

This role would suit a sociable and friendly individual, looking for a fun and regular role that helps them meet new people and help give customers a brilliant experience of our Arts café space. It would also suit someone looking to build their skills or confidence in hospitality, retail or customer-facing industries.

About the role

As a Café volunteer you will be a vital member of a small team welcoming and serving visitors to The Hall in a relaxed and friendly setting. You'll love working with people and giving our customers a great experience. Guided and supported by our Arts Café Manager, this is a great social role where you also directly support the future of the Hall by ensuring our main source of regular income functions smoothly.

Core Duties

- Welcoming visitors and customers to the Café and building
- Taking Café orders, handling till transactions, making hot and cold drinks
- Preparing, serving and clearing food and beverages
- Maintaining a clean and safe environment for customers, other volunteers and staff
- Being a friendly face to all visitor and responding to or signposting enquiries

Expectations

- We are primarily seeking individuals able to commit to a weekly afternoon shifts of up to 3 hours (negotiable), Monday – Sunday. Though we are prioritising these roles, we also welcome expressions of interest from those seeking to volunteer at other times.
- To dress appropriately for the role – dark clothing, aprons and Volunteer badges provided.
- To Participate fully in roles training, including familiarisation with key machinery and relevant policies and procedures. As a health and safety requirement, to undertake formal online allergen awareness training prior to start.
- To bring a positive, can-do attitude to the role and help us fulfil our ambitions to be an inclusive and welcoming café space for local people from all communities and backgrounds.

Evening Events Volunteer

About You

This role would suit a friendly, inclusive and welcoming individual looking for an ad hoc role (meaning not a regular, weekly commitment) focused on welcoming young people and adults to the Hall as guests for our events and activities programme. You'll likely have a passion for the live arts, love engaging with people and giving our customers a positive and memorable experience of being in the Hall.

About the role

As an Evening Events Volunteer you will be part of a lively team supporting the smooth running of our events within the Café/Bar area, main performance Hall or both. Helping customers to move safely through the Hall (stewarding and ushering) and delivering hospitality (serving refreshments, clearing down are key elements of the role. In many cases, you will also be able to enjoy the performances! Please be aware that this role takes place in an environment where alcohol is served.

Core Duties

- Welcoming customers and keeping them safe whilst on site, guiding them to and from their seats and around the Hall
- Responding to customer needs, serving and clearing refreshments between the Café/Bar area and the main hall
- Assisting Hall Staff and other Volunteers with set up, delivery and take down
- Being a friendly face to all visitors and responding to/signposting enquiries

Expectations

- Time commitment is usually 3-5 hours per event, to include delivery of the activity with some set up and take down responsibilities prior to and post event.
- To attend and undertake our volunteer induction and any training relevant to our policies and procedures before starting in role. This will include familiarisation with our health and safety and safeguarding policies and procedures
- To dress appropriately for the role (smart/casual, all black).
- To bring a positive, can-do attitude and help us fulfil our ambitions to be an inclusive and welcoming environment for those from all communities and backgrounds.