

The Arts Centre Te Matatiki Toi Ora Event Assistant Volunteer Agreement

This Agreement is between: _____ [you] and
Te Matatiki Toi Ora The Arts Centre [us/ we]

The Agreement starts on _____.

The location of the work will be: The Arts Centre in Christchurch.

Volunteer role:

The purpose of this role is to provide assistance for events at The Arts Centre.

The main tasks:

You will work on the tasks described in the Volunteer Role Description as agreed with you (attached).

Commitments:

- You agree you will work as a volunteer and will not be paid for your work.
- You can be reimbursed for pre-approved expenses by us (with receipts). This will not generally include transport costs.
- You will tell us (Volunteer Coordinator or other staff contact for the event) if you are unable to work on the agreed day and time/s. You will give us as much notice as you can.
- We will provide you with induction, briefing material, support, and feedback.
- If you volunteer for us for events regularly, a feedback session will take place every six months in the first year, and annually after that.
- You will resolve problems by raising concerns with your Volunteer Coordinator or staff contact. If the matter is not resolved that way, you can contact the Director.
- You will maintain confidentiality and will not tell any other person about information you find out through your work with us.
- You will follow our policies, procedures and rules and Code of Conduct including our dress code.
- You will keep yourself and others safe and will follow our health and safety information and directions.
- Either you or we can end this agreement at any time by giving written notice to the other party that it will not continue.
- Before you undertake any work on site you will undertake a health and safety induction.

Declaration:

I have read and understood the commitments and requirements in this Agreement, and I accept them fully.

Signed: _____

Date: _____

Volunteer [you]

Signed: _____

Date: _____

Creative Producer

Name:

Mobile:

Email address:

Next of kin name:

Next of kin contact:

Event Assistance Role Description

The Arts Centre Te Matatiki Toi Ora

Volunteer role title:
Event Assistant

Purpose of the role:	<p>Event Assistants are an important asset to The Arts Centre as they enable us to provide events to the public on a minimal budget.</p> <p>Event Assistants will enrich the experience of attending events at The Arts Centre by providing practical support and adding to its image as a welcoming creative place.</p>
Key tasks & responsibilities:	<p>Event Assistants will help out Arts Centre staff at events such as exhibitions, performances, workshops and talks. They will undertake tasks such as but not limited to:</p> <ul style="list-style-type: none">• Welcoming visitors and checking off guests lists• Taking door sales using eftpos machine• Ushering people to their seats• Answering questions and providing information about the event• Looking after artworks and heritage features of The Arts Centre• Recording visitor numbers to exhibitions• Setting up and packing down after events• Additional roles may include bar work <p>Events Assistants will encourage donations and sales from event attendees but will not handle cash themselves.</p> <p>Events Assistants are asked to report on feedback received from visitors.</p> <p>A uniform may be supplied and be required to be worn by The Arts Centre.</p>
Reporting and support:	<p>Events Assistants report to the Volunteer Programme Coordinator, or designated staff member depending on the event. They may take any issues that they do not feel have been adequately dealt with (or are concerning the Volunteer Coordinator) to the Creative Director or Manager, Operations.</p>
Time commitment:	<p>Event Assistants are engaged for events from time-to-time and are not obligated to volunteer for any specific number of events.</p> <p>Prompt reply to requests is appreciated. Once a commitment has been made to volunteer for an event, please ensure you do so, as we will be relying on you.</p>

Training:	Briefing information for each event and any required materials will be provided by The Arts Centre.
Performance measurements:	The Volunteer Coordinator or other staff member in charge of the event will provide feedback about the volunteer's performance where appropriate.
Location of position:	Event Assistants are based at The Arts Centre in Christchurch.
Benefits offered:	
Work skills:	Being an Arts Centre Events Assistant is great training for customer focussed roles and volunteers may expect to gain knowledge and understanding of the components of running of an event.
Contacts:	As part of The Arts Centre team, Event Assistants may develop relationships with staff and other volunteers that may assist them in their professional and social development.
Recognition:	<p>Event Assistants are a valued part of The Arts Centre team and will be recognised for their contribution.</p> <p>Verbal references will be provided on request to future employees by the Volunteer Coordinator or another appropriate Arts Centre staff member after 6 months of regular service.</p>
Social occasions:	The Arts Centre will provide at least two social events for regular volunteers annually and may offer discounted ticket prices for events produced by The Arts Centre where budgets allow.
Ideal person specification:	
Attributes and skills:	<p>Event Assistants should be personable, have a positive attitude, know how to make all visitors feel welcome, and feel comfortable chatting to strangers of all ages and backgrounds. They should be confident working unsupervised and be punctual and well-organised.</p> <p>Event Assistants should have the ability to learn, retain and explain key information about events at The Arts Centre.</p> <p>Event Assistants should recognise the importance of biculturalism in Aotearoa New Zealand and be prepared to learn to pronounce te reo Māori names and greetings, and tikanga Māori basics.</p>

Experience and knowledge:

No previous experience is required, though previous knowledge of The Arts Centre and arts and culture is advantageous.

Volunteer Code of Conduct

The purpose of this Code of Conduct is to inform Volunteers on the standards of conduct required.

Arts Centre Values

We are professional and customer focused.

Our response is positive and honest. Our visitors and other stakeholders feel valued when they engage with The Arts Centre – from how helpful we are around the site, to the extra lengths we go to investigate all options.

We are a team that respects, supports and champions each other

From wellbeing to workload we are not just one dimensional. We trust each other. Most importantly success is that everybody goes home safe with a sense of satisfaction for the day. We treat our co-working family with respect, champion their successes and be positive about our co-workers at all times.

We strive for excellence, by helping each other, and being accountable

We aim high. If you say you'll do something, you get the job done to the best of your ability. We will support each other and learn from uncovering constraints and prior assumptions to grow.

We embrace what makes us unique

We are extraordinary - from our physical environment to the dynamic experiences and life that has and will occur within it. We are diverse and sensitive to the world around us. We create moments that inspire creativity and delight. Imagination leads our execution. We are history and shaping our future; creating a living art and social hub.

Expected Behaviours

Arts Centre Volunteers are expected to act honestly, conscientiously, reasonably and in good faith at all times when carrying out their duties, and in their relationships or interactions with other people.

At all times, we expect volunteers to:

- Act in accordance with The Arts Centre's values
- Be present at the agreed times and tell us if you are not able to volunteer
- Carry out duties and responsibilities in a safe, efficient and competent way
- Maintain a good standard of dress and personal hygiene
- Comply with lawful and/or reasonable direction, instructions and policies
- Respect the privacy of individuals and only use confidential information for the purposes for which it was intended

- Neither use, or allow the use of, our organisation's property, resources, information, intellectual property or funds other than for authorised purposes
- Maintain the confidentiality of any information obtained while volunteering
- Observe safety procedures including:
 - keeping yourself and others safe at all times
 - notifying the organisation about hazards or potential hazards in the working environment
 - notifying the organisation about any accident, incident or property damage
 - complying with New Zealand laws

Volunteers will not:

- Create any liability for our organisation without authorisation
- Act in a way that may bring our organisation into disrepute (including use of email, social media and other internet sites, with media etc)
- Engage or supply comment to media
- Seek or accept any offers, gifts, rewards or benefits
- Engage in any activity that may cause physical or mental harm to another person such as verbal abuse, physical abuse, assault, sexual or racial harassment, or bullying.
- be affected by alcohol, medication or non-prescription drugs while volunteering
- provide a false or misleading statement, declaration or claim
- falsify or change any documents or records

Conflicts of Interest

Volunteers should avoid situations that may lead to conflicts of interest by:

- Consulting with your supervisor before undertaking other roles in organisations whose goals, purposes or activities conflict with our organisation
- Making sure your other commitments do not conflict with the performance of your duties at our organisation
- Advising your supervisor immediately if a conflict of interest exists, occurs or could possibly occur.

Breaches of the Code of Conduct

Breaches of the Code of Conduct may lead to a notification of unacceptable behaviour and a warning or the immediate end to your services as a volunteer.