

Llangollen International Musical Eisteddfod



Volunteer Handbook

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Welcome

Thank you for choosing to volunteer with Llangollen International Musical Eisteddfod. We appreciate there is a whole host of worthy causes out there today, all vying for the time, skills and commitment of those who are willing to give it, so we are thrilled that you have chosen us and promise you a volunteering experience that is as unique as the festival itself.

The organisation's purpose is to stage an annual festival of music and dance in line with the aims and objectives of our founders. This would not be possible however, without the 800-strong team of volunteers who work tirelessly throughout the year to help make the vision a reality and produce a world class event, which inspires competitors, visitors and volunteers to come back year after year.

This handbook is designed to give you a little background to the organisational structure, values and answers to some frequently asked questions. This is by no means exhaustive however so if, after reading it, you still have some queries, please don't hesitate to get in touch. Above all, we want you to enjoy your experience with us, achieve your personal goals and, we hope, become as passionate about the festival as we are.

I wish you a rewarding and enjoyable time as a volunteer with Llangollen International Musical Eisteddfod.

Best wishes,

Dr. Rhys Davies
Chairman

History

The first International Musical Eisteddfod was held in Llangollen in June 1947. In the following 70 years, its celebration of “Peace and Harmony” has made it one of the world’s great music festivals.

It began with a vision that the ancient Welsh eisteddfod tradition could provide a means of healing the wounds of the Second World War, and help to promote lasting peace.

Inspired by the British Council, the people of Llangollen started planning the first event in May 1946. There was a real fear that no one would come, especially given the hardships of the post-war years, however the public managed to raise an impressive £1,100 – about £35,000 in today’s money – with a commitment that every penny would be invested in that year’s and any future events, or else returned!

“It only took a couple of days and I was hooked.”

Sue Griffiths, Stage Crew

The 1947 International Eisteddfod was an unqualified success. Groups from 10 foreign countries braved the journey to Llangollen, joining some 40 choirs from England, Scotland and Wales. It was all great fun. Plaudits rang down on the organisers, the founders, and the competitors. The next few years saw many more countries participating: by 1953, when Queen Elizabeth II visited the Eisteddfod as part of her post-coronation tour of Wales, singers and dancers of 32 nationalities had competed in Llangollen. A truly international festival had been created, organised and run by volunteers.

Llangollen’s place in world music is now immutable. More than 300,000 competitors from over 100 nationalities have performed enthusiastically on the Llangollen stage.

Our values

At Llangollen International Musical Eisteddfod, we do not have formal contracts with our volunteers. Instead, everything that we do is based on trust, mutual respect and common goals, underpinned by the values rooted in our founding principles.

Below are our values and some examples of how we might demonstrate or experience them.

Working together with a common purpose

- We are one, big Eisteddfod team.
- Everyone understands their specific volunteering role and how it contributes to the bigger picture.



Welcoming the world

- We welcome visitors and competitors irrespective of ethnicity, religion or political beliefs.
- We strive to give everyone who comes to Llangollen the best possible experience.



Respect for each other

- We treat each other with the respect with which we ourselves would wish to be treated.
- Everyone's opinions and ideas are valid and we aim to provide a platform for these to be heard.

Inspire others

- We share our knowledge and experience with others so as to involve them and help them to achieve their personal volunteering objectives.
- We strive to share our passion for the Eisteddfod so as to engage and motivate others to get involved.



Custodians of heritage

- Everything we do is to the best of our ability and with the interests of the festival at heart.
- We recognise that times are ever changing and adapt our approach and working practices accordingly.

“What I get out of the Eisteddfod is the atmosphere, excitement and the family feeling that is built with the other volunteers that I get to work with and have got to know every year.”

Eluned Ashwood, Stage Crew

Structure

The Eisteddfod organisation comprises around 800 volunteers in a variety of functional roles and several office-based employees who take care of finance, administration and ticket sales.



At the top layer of the organisation is a standing board of trustees. The role of this elected body is to provide governance and ensure that everything we do is always in the best interests of the festival.

Within the standing board is a group of four officers; the Chairman, Vice-Chairman, Treasurer and Company Secretary. This group of volunteers provides the day to day management of the Eisteddfod, supported by the Chief Operations Officer, who heads up the staff function and the Music Director, who takes the artistic lead.

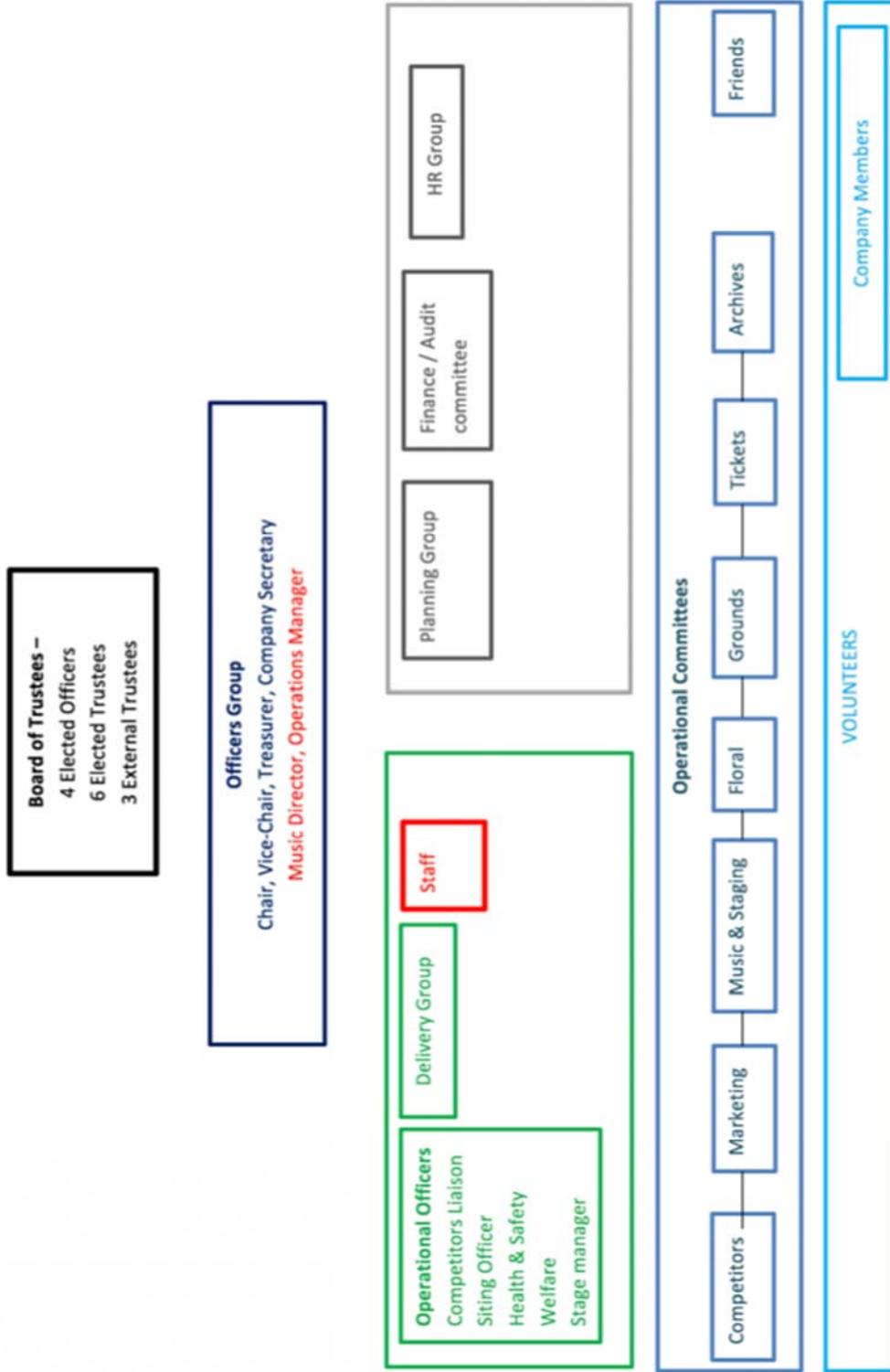
Reporting into the Officer Group are several appointed functional officers, for example the Siting Officer and the Stage Manager, and the Delivery Committee. This group is responsible for actually delivering the festival each year, supported by the operational committees and volunteers.

Also reporting into the Officer Group are a number of other groups who provide support services such as business planning, human resources and financial audit.

Next come the seven operational committees and a whole army of volunteers, without whom, nothing would be possible!

Eisteddfod Organisational Structure

Llangollen International Musical Eisteddfod Organisational Chart



Committees

Volunteers can be members of a committee, attend meetings and actively contribute to festival preparations throughout the year. Alternatively, they can be associate members and although they will receive information about the organisation and committee with which they are associated, their involvement will generally be limited to festival week.

The seven committees and their key activities are as follows:

Archive

- Cataloguing and management of Eisteddfod artefacts, literature, photographs and films.
- Setting up of displays and exhibitions of archive material during Eisteddfod week and for other events as required.
- Research into past Eisteddfods.
- Development and management of an electronic archive.

Competitors

- Liaising with competitors from the UK and overseas to assist them with travel preparations, transfers, accommodation and any issues during their time at the festival.
- Sourcing and organisation of accommodation in hotels, guest houses, educational establishments and homestays for competitors.
- Welcoming groups on arrival to the Eisteddfod site and providing them with information, support and interpreting services where needed.



- Preparation and provision of meals and snacks for competitor groups.

Floral

- Design and creation of floral displays in the main pavilion and around the site during festival week.
- Creation of bouquets and posies for presentation to visiting VIPs, celebrity artists and sponsors.
- Running a floral stall during Eisteddfod week selling table decorations, posies and other items prepared by volunteers to raise funds.

Grounds

- Front of House management, including set up and organisation of the pavilion and seating the audience supported by a team of ushers from the local secondary school.
- Site management, including management of site contractors, planning and layout of the Eisteddfod site and management of traders and food and drink concessions.
- Coordination of car and coach parking.
- Provision of courtesy cars.
- Health & Safety management.
- Communication management.
- An important arm of the Grounds committee is the **Stewards sub-committee**. This team is one of the largest functional groups in number and is responsible for all activities relative to the stewarding of the main arena as well as supporting activities to set up and take down.



Marketing

- Working with the Marketing Officer to implement an agreed Marketing strategy through a mix of direct marketing and advertising.

- Input into design, content and distribution of a wide range of marketing materials.
- Co-ordination and development of advocacy talks to outside organisations.
- Organisation and staffing of exhibition stands.
- Design, construction and staffing of the Visitor Centre during festival week.

Music & Staging

- Outside stages: Running of the three outside stages covering activities such as presenting, sound and lighting and general support.
- Copyright: The copyright team is responsible for checking what each group is performing and dealing with the PRS issues.
- Music office support: This team covers such tasks as typing up adjudications and competition results.
- Stage crew: The stage crew team cover all aspects of stage managing the performance on the main stage in the pavilion.
- Coordination of competition preliminaries:
- Coordination of town and outreach events in various locations in the locality.



Tickets

- Assisting the office staff with ticket sales and administration throughout the year
- Staffing of ticket offices during Eisteddfod week, selling day passes and concert tickets and handling any queries relative to admission.



Useful information

Code of Conduct and policies

Volunteers can expect the highest standards of conduct from all of those who work or act for the Eisteddfod. To support this, we have in place a Code of Conduct and a number of policies, which set out the standards of behaviour that are expected in relation to issues such as confidentiality, information security, accepting gifts, and the use of email Internet and social media. Copies of the policies relevant to your volunteer role are available from the Eisteddfod office. In volunteering for the Eisteddfod you agree to follow these rules, which are for the mutual benefit of everyone that is involved.

Health & Safety

We are committed to giving you a safe and healthy environment in which to carry out your volunteering activities, however it is a collective responsibility. Please familiarise yourself with the health and safety responsibilities relative to your role and working environment, follow all health and safety rules and instructions and notify your supervisor immediately in case of any concerns.

Equipment & Clothing

You will be provided with any special clothing or personal protective equipment required to carry out your volunteer role, for example, hi-viz jackets or coloured waistcoats. Volunteers are also offered the opportunity to purchase branded sweatshirts and polo shirts from our preferred supplier.

Unless specified by your committee or supervisor, you may otherwise wear your clothing of choice to carry out your role, however we would encourage you to dress accordingly and keep in mind that we are all ambassadors for the festival.

Smoking

We have a no smoking policy inside all our buildings and facilities and we would ask volunteers who smoke to think about where they smoke in our open spaces and to consider the enjoyment of others.

Insurance

Liability: If something you do as a volunteer damages property or a person, this may result in a liability claim. Provided the activity you were doing was approved by your supervisor, the Eisteddfod will handle the claim on your behalf.

Personal accident: We hope this will never happen but if you were to have an accident and be injured whilst carrying out your volunteer role you would be covered by our public liability insurance. There is no upper age limit on this.

Personal belongings: Your personal belongings are not insured by the Eisteddfod against accidental loss or damage. We do provide a number of places for you to leave your belongings during your shift, however this is entirely at your own risk.

Vehicles and equipment

Any vehicles we provide for your volunteering role such as courtesy cars, are insured by us.

Access for all

The nature of our green site can sometimes make access a challenge, however we are committed to doing everything we can to ensure that everyone who volunteers with or visits the Eisteddfod can have as full an experience as possible. The Eisteddfod offices, pavilion and many of our festival week facilities are accessible to those with mobility challenges.

Young people and vulnerable adults

The Eisteddfod has a duty to ensuring that young people and vulnerable adults are kept safe when they are visiting us. If you are working with children or vulnerable adults in your volunteering role, your supervisor will discuss with you the policies and processes we have in place to ensure rigorous standards are maintained. For some volunteer roles, it may be necessary for a DBS check to be undertaken.

If things go wrong

As in all relationships and all organisations, things don't always go according to plan. If you are unhappy about something please raise it either with your supervisor, committee chairman or an Eisteddfod officer. We have procedures in place to handle complaints and grievances, however we would always rather sort things out with a chat before something becomes a major problem.

Keeping in touch

There are a number of ways you can keep up to date with what is going on in the organisation:

Website

For the latest all-round information about the festival please visit our website www.llangollen.net.

Volunteer newsletter

A volunteer newsletter with information about what is going on in the organisation and news from committees and individual volunteers is issued approximately every quarter in January, April, June (prior to Eisteddfod week) and October. You should receive these by e-mail from the secretary of the committee of which you are a member/ associated with. Please ask them if you haven't received one or if you do not have e-mail access.

Facebook

Volunteers who use the Facebook social media tool might wish to join our group page. This is for current volunteers only and you will be asked to answer a couple of questions before being admitted to the group so please be prepared to provide information about your committee and volunteer role.

https://www.facebook.com/groups/1478993952430915/?ref=br_rs