

# GLASGOW FILM FESTIVAL

**Volunteer Application Pack**  
**#GFF25**



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**26 February – 9 March 2025**

Launched in 2005, Glasgow Film Festival is now one of the biggest events in the UK with audience numbers in excess of 42,000 and a well-respected programme of World, European and UK premieres. Over our 21 years of operation, we have welcomed a host of guests to the festival, which have included Viggo Mortensen, Richard Gere, Lynne Ramsay, Emily Watson, Jack O'Connell, Simon Pegg, Don Letts, David Tennant, Karen Gillan, Jessie Buckley, Ben Wheatley and many others.

Our approach is 'up close and personal' where audiences and creative industry practitioners get the opportunity to meet filmmakers from around the world. We are passionate about cross sector collaborations and partnerships and our unique 'pop-up cinema' events are a model of innovative programming.

Our Industry programme is at the heart of the festival, creating a bustling hub of activity for emerging and developing screen practitioners. This is where we forge connections, share fresh new thinking and nurture diverse filmmakers of tomorrow.

During the festival, the majority of screenings will be held at Glasgow Film Theatre (GFT) on Rose Street, but we like to use many other venues across the city to deliver our screenings and events.

**And none of this could happen without you!**

We rely on friendly faces to generate a welcoming atmosphere in our venues and at our events and parties. Whether you're a film buff with free time on your hands, someone keen to gain experience, or are simply looking to get out and meet new people – there are many reasons to get involved.

## Why Volunteer?

Benefits of volunteering at GFF25 include:

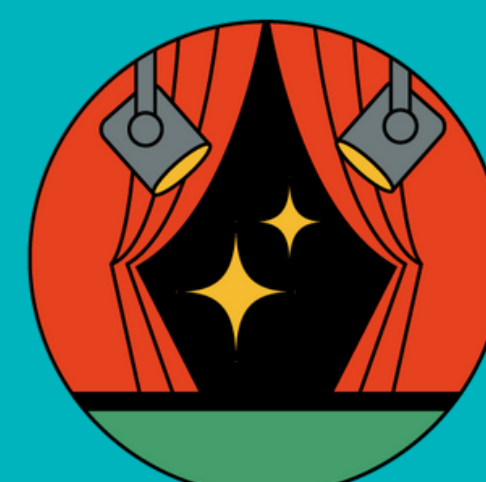
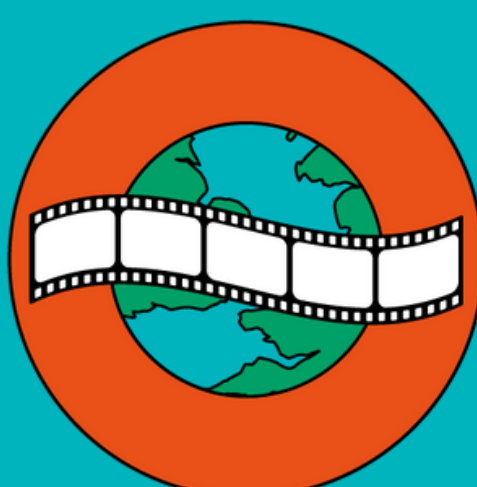
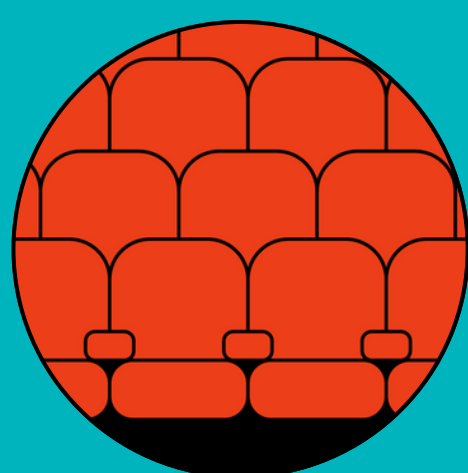
- **Learn new skills:** Enhance your CV with improved understanding of festival delivery and event management
- **Community engagement:** Get to meet new people, mingle with festival guests and make some new friends
- **Personal development:** Gain confidence and enhance your interpersonal skills
- **Indulge your passion:** Get to see festival films and attend events for free

As well as this, all our volunteers receive two exclusive festival t-shirts, and an allocation of free tickets which can be used at GFF and GFT. Throughout the festival we have various giveaways where you can claim additional free tickets to selected films and events. You will also have the chance to win prizes by taking part in our volunteer competition.

## Equal Opportunities

Glasgow Film is committed to ensuring equal opportunities and also identifying, understanding and removing barriers. Our equal opportunities policy endeavours to ensure that no job applicant, employee, volunteer or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

We strongly welcome applications from individuals under-represented in our previous volunteer cohorts and the wider screen industries, which includes people from Black, Asian or Ethnic Minority backgrounds, people who are Disabled and D/deaf, and the LGBTQI+ community. You can read more about our efforts to progress equalities and anti-racism actions on our website [here](#).



## Volunteer requirements

We want to ensure that our volunteering opportunities are available to as many as people as possible which is why we don't have any job specific experience that volunteers must have. Whether you have volunteered before or this would be your first time, whether you have a curated Letterboxd top 4 or just enjoy helping others, we want you to be part of GFF25. However, we do have some minimum requirements which are:

- You are able to commit to a minimum of six shifts between 26 February and 9 March 2025.
- You are able to commit to one induction session pre-festival.
- You are able to make your own way to and from volunteer shifts and induction sessions.
- You should be confident communicating in English, although this does not have to be your first language.
- You must be aged 18 or over and eligible to volunteer in the UK.

Other than that, we are very open to all applicants who are keen to volunteer for GFF! Additional information can be found in our volunteer FAQ's at the end of this document.

## Application process

Before applying, please read about the different Volunteer Roles and consider which of these would interest and suit you best. There are limited vacancies for some of the roles so we recommend selecting up to three options, if applicable.

In the application form you will be asked to provide:

- Your personal details (name / email / address / T-shirt size / etc)
- An answer to the question: *Why do you want to volunteer at Glasgow Film Festival, and what would you hope to gain from the experience?*
- An answer to the question: *Please tell us about you! What relevant skills, qualities or experience would you bring as a volunteer at Glasgow Film Festival?*
- Your availability during the festival
- Your preferred role(s)
- Your emergency contact details
- Any access needs
- An agreement to our Terms and Conditions

Once you've read the volunteer roles and you're keen to be a GFF volunteer for our 2025 festival, the next thing you need to do is apply! You can click the button below or go to: <https://gff.filmchief.com/request-accreditation/volunteers-2025>

[Apply to volunteer](https://gff.filmchief.com/request-accreditation/volunteers-2025)

The application deadline is at 6pm on Wednesday 8 January 2025.

Please note that the application form does not save your answers so make sure you make a copy of your answers somewhere safe until you are ready to submit.

## Application and volunteering timeline

The deadline for all applications is **Wednesday 8 January at 6pm**. Applications received after this time will not be considered.

You will hear back from us by Friday 17 January. However, due to the number of applications we unfortunately cannot accept everyone and are not able to provide any feedback on applications.

If you are shortlisted for the volunteer team, we will invite you to a **role matching session** on either:

- Friday 31 January
- Sunday 2 February.

Successfully role-matched volunteers will then need to attend a mandatory **full induction** on either:

- Friday 14 February
- Sunday 16 February.

We aim to send out a rota by **mid-February** so that volunteers know what dates that they are helping us with. There is an opportunity at this point to update your availability.

The majority of our volunteering occurs over the main days of the festival (**Wednesday 26 February to Sunday 9 March**) however we may have some shifts on the days before and after the festival.

Should you have any further questions about volunteering or the application process please e-mail [festivalvolunteer@glasgowfilm.org](mailto:festivalvolunteer@glasgowfilm.org).

## Volunteer roles

Every volunteer plays an important part in making GFF a success while also being the face of the festival. As they are the most visible part of the festival team, we are looking for friendly people who can bring their own personality and talents to the role. Duties for all volunteers include:

- Welcoming our guests and audiences
- Acting as a point of information
- Helping to keep our venues safe and friendly
- Checking tickets and guiding audiences in and out of events
- Preparing areas between events
- Helping at our pop-up box office and delegate centre
- Relevant ad hoc duties as required

While the above is expected for all volunteers, you will also be assigned to a volunteer team. Allocated shifts will mainly be within your assigned team, although you may be asked to help other teams on occasion. You can see the different volunteer teams below:

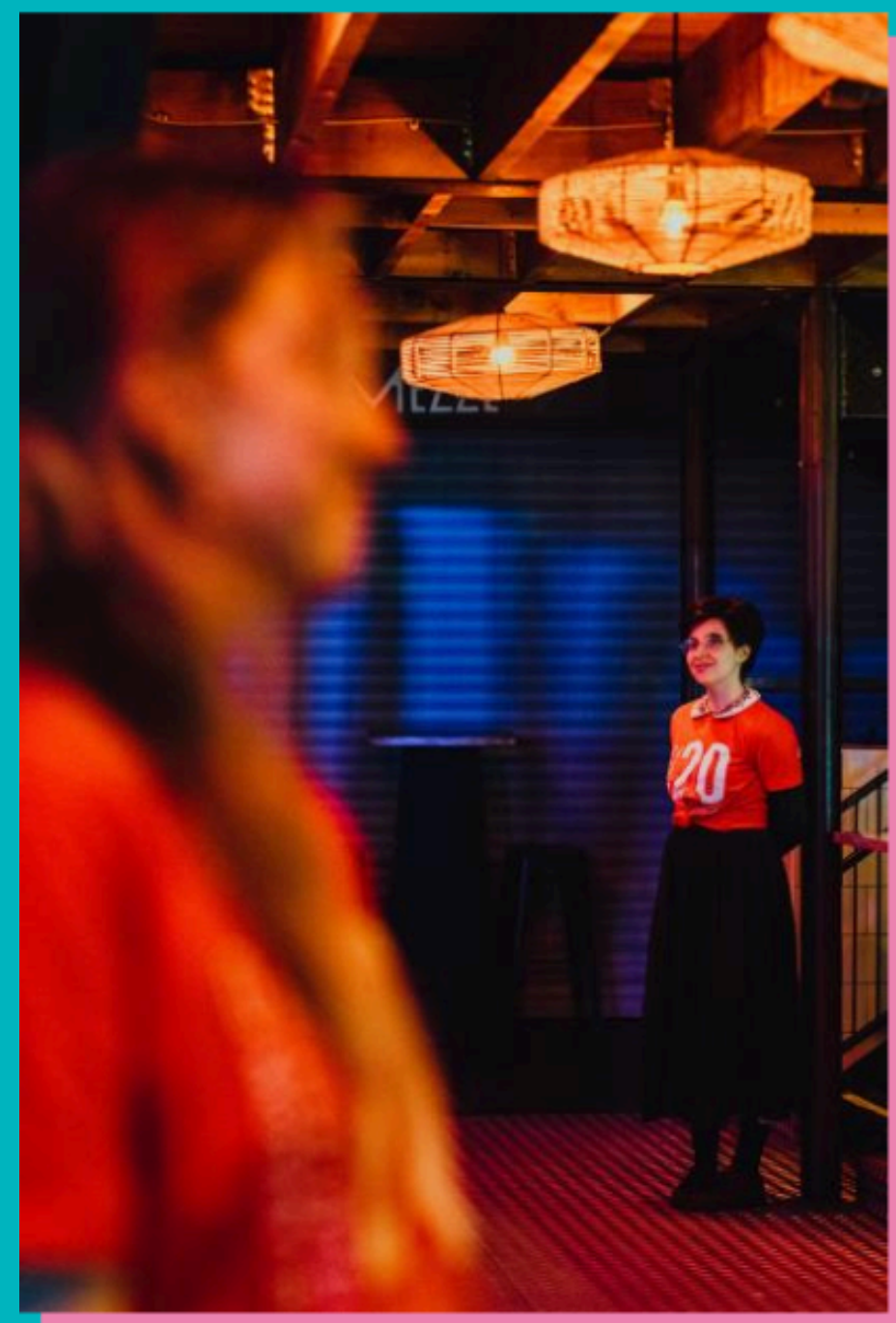
### Usher Team

We have a large number of visitors coming to GFF and our Usher Volunteers will welcome our audiences and help to make sure they are well looked after during their visit.

*Based mostly at GFT and Cineworld*

#### Typical Usher duties include:

- Welcoming the public
- Information point for the public
- Queue management
- Monitoring the films
- Preparing the cinema for next film
- Ensure cinema spaces are safe and clean



Note that some of the ushering shifts on 7 & 8 March will be for the [FrightFest](#) programme. If you prefer not to usher for horror films you can indicate this in the application form.

## Industry Team

A core part of GFF is our Industry Focus programme which brings together screen industry professionals, filmmaking talent and guests to share knowledge, network and enjoy the festival.

*Based mostly at The Social Hub between Monday 3 March – Thursday 6 March, with the possibility of additional shifts across the wider festival*



### Typical Industry duties include:

- Welcoming delegates and answering queries
- Staffing the registration desk and providing administrative support
- Scanning delegate passes for events
- Supporting the host during Q&As and panel discussions (e.g. roving microphone)
- Recording audience numbers and feedback
- Preparing rooms for events
- Dealing with large crowds

## Press Team

Assist our in-house press team in getting the word out about GFF25, ensure films are reviewed from festival screenings and facilitate other engagement digitally and physically.

*Based at Edward House.*

*An interest in pursuing Press / Marketing is essential for this role.*

### Typical Press duties include:

- Greeting guests and press delegates
- Researching and collating press coverage
- Assisting with photocalls, interview junkets, and networking events
- Assisting on the festival red carpet

## Pop-Up Events and Red Carpet Team

For our gala screenings we like to roll out the red carpet to welcome our special guests, while our pop-up events take place in various venues around Glasgow and have a history of blowing audiences away! Pop-Up Events and Red Carpet Team Volunteers help these events run safely while creating a friendly and engaging atmosphere.

*Red Carpet at GFT and Pop-Up Events at venues across Glasgow.*

### Typical Red Carpet and Pop-Up Events Team duties:

- Setting up red carpet, barriers and related equipment
- Stewarding and queue management
- Scanning tickets and managing guest lists
- Audience interaction and engagement.
- Assisting in event preparation e.g. packing goody bags or set dressing
- Some events may have elements of fancy dress, and volunteers can participate in this



Please note, these roles (especially Red Carpet) may involve periods of being outdoors. Warm waterproof hi-vis coats will be provided for this.

### Audience Award and Q&A Team



At GFF we run an Audience Award where the audience votes for their favourite film of the festival. This team will be present at screenings of all nominated films to assist with the voting process. They will also help at events that feature Q&As.

*Based across all our screening venues.*

### Typical Audience Award and Q&A duties include:

- Encouraging audience feedback at all screenings
- Collecting voting slips
- Administration relating to the Audience Award Programme
- Running mic's during Q&As
- Timekeeping during Q&As

Please note, these roles will include lots of walking, either from different venues or up and down stairs for Q&A's.



## Runner Team

Runner Volunteers will be the flexible team, on standby and ready to assist any team that needs support. This role is an excellent opportunity to experience different aspects of the festival, including behind the scenes activities. Runners should be flexible and patient, as there may be periods of inactivity interspersed with busier spells.

*Based across all festival venues.*

### Typical Runner duties may include:

- Covering for absences in other volunteer teams
- Running errands between venues
- Providing additional support for unexpectedly busy events
- Administrative tasks such as photocopying, laminating etc.
- Greeting guests at their hotel or airport
- Responding to ad hoc requests as required



## Application Process FAQ's

### **How do I volunteer at Glasgow Film Festival 2025?**

To be considered as a GFF25 volunteer you should complete the application form here: <https://gff.filmchief.com/request-accreditation/volunteers-2025>

We do not accept applications in any other format unless for accessible needs (explained below).

### **What is the deadline for applying?**

All applications must be received no later than 6pm on Wednesday 8 January 2025.

### **Can I still apply after this deadline?**

No. We anticipate a large number of applications therefore we will not be able to accept any submitted after the deadline.

### **Can I volunteer if I am under 18 years old?**

All our volunteers must be aged 18 or over by 24 February 2025. If you will be under 18 at that time then unfortunately you are unable to volunteer with us.

### **Can I change my availability later?**

We understand and accept that your availability may change after you apply. If selected for the volunteer team then we would ask that you keep us informed of any changes to your availability.

### **How will I know if my application was successful?**

You will receive an email from us by Friday 17 January 2025 advising the outcome of your application.

### **I am a permanent volunteer at GFT. Do I still need to apply?**

Yes. In order to have all up to date volunteer information collated in one place it is essential that everyone completes the application process. There is an option on the application form for you to tell us if you'd prefer to stick to Usher shifts at GFT only, or would prefer a to try a different role or other venues.

### **I am a permanent volunteer at GFT. Do I still need to attend role-matching and an induction?**

If you prefer to stick to Usher duties at GFT then you won't need to be role-matched. We plan to hold a mini-induction session for all permanent GFT volunteers who are joining the festival team.

If you apply for any other role then you would need to be role-matched and inducted along with the other applicants.

### **I have volunteered at Glasgow Film Festival before. Do I need to re- apply?**

Yes. In order to have all up to date volunteer information collated in one place it is essential that everyone completes the application process.

**I'm not available for any of the role matching dates. Can I still apply?**

Meeting people in person really helps us to gauge suitability as a volunteer which is why we hold role matching sessions. If you are unavailable on the role-match dates then we are unfortunately unable to offer you a volunteer role.

(GFT year-round volunteers who selected "GFT only" are exempt from role- matching.)

**I'm not available for any of the induction dates. Can I still apply?**

Our inductions involve a lot of information that is vital to the role, and are essential to our volunteer programme. As such if you are unable to attend an induction then we are unfortunately unable to offer you a volunteer role.

**Am I guaranteed my preferred volunteer role?**

If you are accepted as a volunteer, you will be allocated one of the roles you selected in your application. While we cannot guarantee you get your first choice, we will always aim to place you in a role that suits your interests and skills.

**Who is eligible to volunteer in the UK?**

To volunteer in the UK, you must be either a UK or EU citizen, be seeking asylum or have leave to remain in the UK. If you are unsure on your eligibility, please check on the UK government website for your visa type.

## Accessibility FAQ's

**I require the aid of a Companion or Personal Assistant. Will I be able to volunteer alongside them?**

Yes. Please let us know about your requirements in your application and we can discuss how best to support you.

**I have a medical condition or have additional requirements. Am I still able to volunteer?**

Please let us know about your requirements in your application. We will do our best to support you and ensure that any potential barriers do not exclude you from volunteering.

**Are there alternative application formats available?**

If you require the application to be in an alternative format please contact [festivalvolunteer@glasgowfilm.org](mailto:festivalvolunteer@glasgowfilm.org) to discuss the options.

**I have other concerns about my suitability to volunteer. Can I discuss this with someone?**

Please email [festivalvolunteer@glasgowfilm.org](mailto:festivalvolunteer@glasgowfilm.org) and we will discuss your concerns and the options available.

## During the Festival FAQ's

### **How many volunteer shifts will I have?**

We ask all our volunteers to commit to a minimum of 6 shifts throughout the festival. This can be flexible though, and you may end up with fewer shifts. There are usually extra shifts available too for those who prefer to do more.

### **How long does a volunteer shift last?**

Most Volunteer shifts are typically 4-5 hours long. In the Industry or Events teams shifts can typically be 4-6 hours long.

### **Do volunteers get a break on shift?**

If your shift is 4 hours or more then you will have a break of 15 minutes.

### **When will the rota be published?**

We aim to publish the rota by 18 February at the latest, but would aim to have it sent out earlier if possible.

### **Can I pick which films or events I volunteer at?**

You cannot choose which films or events you are scheduled for. The rota will be based on your availability, where we think you would be best suited and the needs of the programme. While on duty you may indicate a preference to your supervisor and, when possible, they will accommodate.

### **Do you pay expenses?**

We do not pay volunteer expenses. As we are a charity we rely largely on goodwill, which includes the time given to us by our volunteers. We aim to make your volunteer experience an enjoyable and rewarding one that is worthy of your time.

### **Do you provide transport?**

We do not provide transport to or from our regular festival venues. For certain pop-up events and certain late night shifts transportation may be arranged, depending on the location.

### **Do you provide refreshments?**

At most venues there will be hot drinks and light refreshments available. These may vary from venue to venue, particularly for pop-up events. With your volunteer e-pass you also get discounted hot drinks at the GFT bar.

### **How do I get my free tickets?**

After each volunteer shift you will be given a voucher which can be exchanged at our box office for a ticket to any of our standard priced GFF films. After the festival any unused vouchers can be exchanged for a ticket to any standard film at GFT until the end of April. Vouchers cannot be used for special events. The vouchers can be used subject to availability, i.e. if the film you want to see is likely to sell out you may be unable to use your voucher for that show.

**Apply to volunteer at GFF25**

If you have any further questions about volunteering please contact [festivalvolunteer@glasgowfilm.org](mailto:festivalvolunteer@glasgowfilm.org)

**Volunteer testimonies**

*“Everyone was welcoming and supportive. I felt comfortable asking questions and I felt valued as a team member.”*

*“I had a great time. I met a lot of very nice people and enjoyed playing my part towards making the festival a success.”*



*“I would love to volunteer at GFF again, it's been a great experience getting to know how the festival operates, meeting lots of new people and seeing a wide variety of films.”*

*“I love GFT and everything it stands for and the interaction with attendees after the film. It is always a very welcoming, beautiful venue for all.”*

*“I hope the GFF was a big hit and brought in money! Every shift I was on was very well attended or sold out! I loved seeing regular customers who were in all the time and liked a chat with you. The different genres, languages and types of films were brilliant, yes cinema for all.”*

