

GLASGOW FILM FESTIVAL

Volunteer Application Pack
#GFF24



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Glasgow Film Festival 2024

Recruitment for volunteer positions is now open!

Glasgow Film Festival 28 February – 10 March 2024

2024 will be the 20th edition of GFF!

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.

Each year we welcome a host of guests to the festival, which have included 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.

As well as Glasgow Film Theatre on Rose Street, during festival time we use other venues across the city to deliver our many 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 GFF24 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 Buddies

For GFF24 we are trialling a volunteer buddy system. This will encourage candidates from our community engagement programmes to engage in festival volunteering. They will be paired with volunteers who are experienced or confident with the GFF volunteer processes, and who can support them in the role. Please let us know in your application if you are interested in offering this support as a volunteer buddy.

Volunteer requirements

We ask that all our volunteers are able to commit to a minimum of six shifts between 26 February - 10 March 2024, and one induction session pre-festival.

You should be 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.



Additional information can be found in our volunteer FAQ's at the end of this document.

How to apply

Before applying, please read about the different Volunteer Roles (found on the next page) 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.

Once you have decided on your preferred role(s), please follow the link below and complete our application form.

[VOLUNTEER AT GFF24](#)



The deadline for all applications is **Monday 8 January at 6pm**. Applications received after this time will not be considered. Role matching sessions will take place on 2 and 4 February, and inductions will be held on 16 and 18 February.

Should you have any further questions about volunteering or the application process please e-mail festivalvolunteer@glasgowfilm.org.

VOLUNTEER ROLES

Our volunteers are the face of the festival. They are the most visible part of the festival team so 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
- Attending a volunteer induction session
- Relevant ad hoc duties as required
- Helping at our pop-up box office and delegate centre

The different volunteer teams are detailed below. Please choose up to three preferred teams in your application.

Front of House Team

Front of House Volunteers will welcome our audiences and help to make sure they are well looked after during their visit.

Based mostly at GFT, Cineworld and CCA.

Typical Front of House duties include:

- Welcoming the public and answering queries
- Monitoring the films
- Queue management
- Preparing the cinema for next film
- Supporting the host during Q&As (e.g. roving microphone)

Industry Team

Industry Volunteers will welcome guests and delegates attending our Industry programme. Based mostly at Adelaide Place and Double Tree.

Typical Industry duties include:

- Welcoming delegates and answering queries
- Supporting the host during Q&As and panel discussions (e.g. roving microphone)
- Scanning delegate passes for events
- Recording audience numbers and feedback
- Preparing rooms for events



For this role good availability is required from 3-7 March, when the Industry Programme will take place.

Delegate Services Team

Delegate Services Volunteers will welcome and assist our festival delegates, including members of the press, filmmaker guests, and industry attendees. Based mostly at Edward House.

Typical Delegate Services duties include:

- Welcoming delegates and answering queries
- Staffing the registration desk and providing administrative support
- Queue management and Front of House support, including greeting the public and helping with enquiries
- Recording audience numbers and feedback



This role requires a basic level of computer competency.

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!

Typical Pop-Up Events & Red Carpet duties include:

- Setting up red carpet, barriers and related equipment
- Stewarding and queue management
- Event preparation and set up e.g. arranging furniture and barriers, set dressing, packing goody bags etc
- Audience interaction and engagement.

- Some events may have elements of fancy dress, and volunteers are encouraged to participate in this, if they wish to do so
- Scanning tickets and managing guest lists

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 Team

The Audience Award team will be present at all screenings of our award nominated films.

Typical Audience Award duties include:

- Encouraging audience feedback at all screenings
- Collecting voting slips
- Administration relating to the Audience Award Programme

Press Team

Press Volunteers will help to facilitate all of our press engagements.

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

Runner Team

Runner Volunteers will be the flexible team, on standby and ready to help whichever area may be short-handed. This role is an excellent opportunity to experience lots of 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.

Typical Runner duties may include:

- Greeting guests at their hotel or airport
- 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.
- Responding to ad hoc requests as required

GFF24 Festival Volunteering FAQ's

Application Process

How do I volunteer at Glasgow Film Festival 2024?

To be considered as a GFF24 volunteer you should complete the application form here: [Volunteer at GFF24](#)

What is the deadline for applying?

All applications must be received no later than 6pm on 8 January 2024.

Can I still apply after this deadline?

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 26 February 2024. 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 18 January 2024 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 Front of House 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 Front of House 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 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.

Accessibility

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 to discuss the options.

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

Please email festivalvolunteer@glasgowfilm.org and we will discuss your concerns and the options available.

Being a Festival Volunteer

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 20 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 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.

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. 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.

If you have any further questions about volunteering please contact
festivalvolunteer@glasgowfilm.org