

## Volunteer Role Profile

<b>Role</b>	Zone Helper – Big Splash Festival
<b>Team</b>	Theatre, Arts & Culture
<b>Supporting</b>	Arts Development Team, Customer Experience Team, Theatre Operations Team
<b>Location</b>	The Riverfront Theatre & Arts Centre, Kingsway, Newport NP20 1HG and city centre locations around the venue <i>what3words: goal.bottle.proud</i>

### Purpose of the Role

Our Zone Helpers support our Zone Leaders in the designated zones of the festival, as a friendly presence to ensure attendees feel safe and supported with a visible point of contact for enquiries.

### Main Activities

- Assisting with any general enquiries from attendees within your designated zone
- Supporting with crowd flow and directions, raising any concerns immediately
- Helping with any spillages or lost items

### Skills & Qualities Needed

- Calming presence when working in a busy environment
- Unfazed by giving directions to large crowds or challenging where necessary
- Friendly and approachable, ensuring attendees have a positive experience

### Time Commitment

- Big Splash is a weekend event, running for two days on a Saturday and Sunday
- There are 8 hours available to volunteer each day (10am-6pm Saturday and 10.30am-6.30pm Sunday)
- We hope you can dedicate a minimum of 2 hours across the weekend
- You will also be required to attend a 2-hour training session before the event

### Support & Supervision

- A designated person will be assigned to you as your main contact for your shift
- You will be provided with all the equipment needed for the role
- General queries can be directed to [volunteer@newportlive.co.uk](mailto:volunteer@newportlive.co.uk)

## Additional Information

- **Minimum Age:** 18 years
- **DBS Check:** Not Required
- **Training Provided:** Big Splash Volunteer training session
- **Dress Code:** Dress appropriately for the weather  
Comfortable footwear  
Hi-Vis vest (*will be provided*)

## Benefits to Volunteering as a Zone Helper at Big Splash

- Supporting our mission in *inspiring happier healthier*
- Connecting with our Colleagues, fellow Volunteers and our Community
- Helping our community to access and experience arts and cultural activities
- Building transferable skills like communication, teamwork and customer service
- Gaining valuable knowledge and experience about event planning and support