

Volunteer Role Profile

Role	Feedback Champion – Big Splash Festival
Team	Theatre, Arts & Culture
Supporting	Arts Development Team, Customer Experience Team, Theatre Operations Team
Location	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 Feedback Champions support with the vital gathering of attendance data and feedback from attendees at Big Splash festival, by raising awareness of our online audience survey.

Main Activities

- Approaching members of the public who are attending Big Splash
- Talking with attendees to raise awareness of our audience survey and its purpose
- Encourage attendees participation in completing the form (via a QR code)

Skills & Qualities Needed

- Confident verbal communication to clearly explain the survey and its purpose
- Putting people at ease and quickly building rapport through active listening skills
- Comfortable using various technology, including a tablet device and smart phone
- Awareness and understanding of confidentiality and data protection requirements

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

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 Feedback Champion 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