



Job Description: DX Festival Assistant (Volunteers and Communications)

Salary: £22,984 p/a pro rata (London Living Wage)

Duration: From 22 August until the end of September 2022

Contract: 28 days, fixed term

Hours: Basic hours of work: 10am– 6pm

Weekend and evening work will be required during the festival and install days prior.

Days: Variable. The post holder is required to work all open festival days (16 - 25 September inclusive, excluding Monday 19)

We are seeking a committed and passionate person to join us as a Festival Assistant (Volunteers and Communications) making a significant contribution to the planning, organisation and delivery of Deptford X Festival 2022.

As Festival Assistant (Volunteers and Communications) you will be a key member of a small team that delivers the annual Deptford X art festival, working alongside the Director, Deputy Director, Programme and Communications Manager, Festival Assistant (Production), as well as a team of volunteers.

This is a fast-paced role, suitable for someone with experience managing volunteers, working on live events, and supporting comms and marketing. You will work closely with the Deputy Director and Programme and Communications Manager to support the effective delivery and administration of the festival. You will recruit and manage the large team of volunteers that are essential to the delivery of Deptford X festival, and you will support the festival's communications, marketing, and evaluation activities. You will be an excellent and efficient communicator, able to follow instruction and work under your own initiative while maintaining a friendly and professional manner. You will be comfortable working with a wide variety of people and happy to support your team as required. You will have competency in IT, including Microsoft Excel, WordPress, and Social Media platforms.

The Festival Assistant (Volunteers and Communications) will be managed by the Programme and Communications Manager.

About Deptford X

Deptford X is a visual arts charity based in Deptford, South East London. We foster artistic talent and nurture community within the borough of Lewisham and beyond. We achieve this through a free annual festival in Deptford and ongoing activity supporting artists and our local communities throughout the year.

Founded in 1998, Deptford X is London's longest-running visual arts festival. Each year, we stage a free, ten-day festival, working with hundreds of artists to locate art at the centre of everyday life for all of the area's communities.

Deptford X:

- Is led by local artistic ambition, interests and practice.
- Brings art into informal contexts and public spaces for all to access.
- Seeks to make a positive contribution to our locality, communities, and to art, and to lead by example.
- Places equity, accessibility and care at the heart of the organisation.
- Holds space and advocates for difference, creativity, experimentation and learning within art.

As a small team, the emphasis is on a flexible, supportive and inclusive working environment that priorities collaborative working and problem solving.

The Role

You will bring practical experience of volunteer management and arts communications to the planning and delivery of the year's Deptford X festival planned for September of this year. As a highly organised and personable individual, you will be key in contributing to the successful running of the festival through the recruitment and assignment of volunteers. Your excellent interpersonal skills will ensure that the experience of volunteering for Deptford X is enjoyable and worthwhile. Your experience in communications will enable you to support the Programme and Communications Manager in effectively representing Deptford X festival 2022 to both existing and new audiences.

As well as a high level of practical skills, you will remain calm under pressure and be a welcome addition to the small team, ensuring that the festival is both well run and pleasant for all involved.

This is an ideal opportunity to contribute to the delivery of this year's festival within a forward thinking organisation which will value your skills and input. It is a role which will offer you both autonomy and support, and expose you to a variety of different challenges.

Key Responsibilities

Work closely with the Programme and Communications Manager to support the delivery of:

1. Volunteer recruitment and management
2. Maintaining lists of volunteer contacts and their availability; liaison with external volunteer recruitment platforms; keeping our profile and listings up to date on these platforms. Organising and leading induction and training for festival volunteers; being the key point of contact for briefing and support of festival volunteers
3. Scheduling, managing and leading the volunteer team; dealing with last-minute cancellations and other changes.
4. Managing volunteer expenses and petty cash spending
5. Daily marketing, communications and audience development
6. Creating social media content and managing social media events/posts
7. Updating website information
8. Maintaining contact database, mailing lists; drafting & sending out the festival newsletter
9. Office and administrative activities, including IT, filing, storage and archiving
10. Coordination and input of data collection and audience research activities (incl. visitor surveys, counts, evaluation forms)
11. Basic financial administration
12. Festival front-of-house operations and invigilation of core projects when required
13. Installation of signage and distribution of marketing materials
14. Assisting with documentation of art works (photographs and video)
15. Working as a key member of the Deptford X team (with staff and trustees), offering general support and assistance
16. Liaising with artists, partner venues, freelance contractors and other stakeholders if necessary
17. Dealing skillfully and positively with the daily challenges and pressures of a festival delivery situation
18. Maintaining clear lines of communication at all times (internal and external)
19. Assisting with practical installation and deinstallation tasks where required.
20. Being an advocate for Deptford X wherever possible and always being able to give accurate updates to third parties.

Person specification

Essential:

- Experience of managing volunteers
- Experience of producing, scheduling and publishing communications, including social media, newsletters, and website updates
- Excellent administration skills
- Excellent verbal and written communication skills
- Excellent IT skills – Competent in Microsoft Excel, GoogleDrive/Google Forms, Mailchimp, Wordpress, SurveyMonkey.
- Knowledge and competency in producing and managing social media content for Instagram, Facebook and Twitter
- Well organised, flexible and able to cope with a busy and dynamic environment
- Experience of working to deadlines, time management, prioritisation of workload
- Experience of office-based, administrative work
- Ability to maintain existing and establish new positive professional relationships with a wide range of people
- Willingness to take on tasks outside of your job description in order to support colleagues
- Excellent interpersonal and problem-solving skills
- Ability to work within a small team
- Ability to work on your own initiative
- An empathy with the aims and values of Deptford X
- An understanding of, and commitment to, equality, diversity and inclusion, and environmental sustainability.

Desirable:

- Interest in and knowledge of visual arts
- Some knowledge and understanding of Deptford and its communities
- Experience of working on large events that are public facing
- A valid driving license

How to apply

To apply, please submit a:

1. **Monitoring Form** (Link on website)

2. CV that includes your past relevant work and project experience
3. Cover letter that addresses the points below (maximum 2 sides of A4) to jobs@deptfordx.org
 - Why you are interested in this role
 - How you meet the required skills, knowledge and experience for the role.
[Include examples that **demonstrate** your capacity to carry out the responsibilities of the role.]
 - What you think you can bring to this role

PLEASE LABEL ANY DOCUMENTS YOU EMAIL US WITH YOUR FULL NAME

Application Deadline:

Midnight, Sunday 7 August 2022

We are an equal opportunities employer and we particularly welcome applications from minority groups who are underrepresented in our sector. This includes Black and People of Colour applicants, Disabled and Neurodiverse applicants, LGBTQ+ applicants, and Women. We will be pleased to make reasonable adjustments to meet your needs in order to undertake this role if you are successful in your application.

We welcome audio and video applications. If you require any other assistance in applying for this role due to your access requirements, please get in touch with us at jess@deptfordx.org and we will be happy to help. We are able to make adjustments to meet your needs if you are asked to interview. Please let us know when you apply what we can do for you.