

RECRUITMENT PACK



factory
international



Festival Volunteer Manager

Factory International is the organisation behind Manchester International Festival (MIF) and the landmark new cultural space, Aviva Studios – helping to put Manchester on the map as a world-leading destination for art.

Producing an ambitious year-round programme of original work and one-of-a-kind events, Factory International builds on the magic of MIF – hosting the Festival every other year at its new home and venues across Greater Manchester.

Rooted in the city, Factory International creates space for the world's most exciting artists to invent tomorrow together, while supporting next generation of local talent into the creative industries. It will be a place to come together, to create, invent and play!

Want to join us?

At Factory International we'll be:

- Finding new ways to think about, bring to life and distribute our work
- Offering opportunities for employment, training and learning across the region
- Establishing an open, far-reaching and sustainable space for exploration – loved locally and celebrated worldwide

So it's official: we are shooting for the stars. **Can you help us by joining our Festival Volunteer Manager?**

At Factory International we have a simple but ambitious vision: **To Invent Tomorrow Together.**

Our Mission - Through art, music and culture, in digital and physical space, our mission is to create the meeting points between imagined futures and real lives.

We believe in being open, inventive, equitable, determined and international. These are the values we embody through the work we do and how we do it – representing Greater Manchester and making Factory International a great place to work too.

Front cover photo: *Free Your Mind* at Aviva Studios. Photo by Marco Cappellelli, courtesy of OMA and Factory International

Image: Keith Khan's *The Accountants* at Aviva Studios, May 2024 © Tristram Kenton



EQUITY AND INCLUSION

Factory International is grounded in our city and engages with the world. We aim to reflect the great diversity of Manchester, and our planet, in all aspects of our work – artists, audiences, staff, participants, board members, and partner companies. We invite and welcome input on how we can do this effectively from the many individuals and communities with whom we aim to work in ever more exciting ways.



John McGrath
Artistic Director and Chief Executive,
Factory International

As of September 2024, we have 210 staff – of which 26% are from Global majority backgrounds, 21% declared themselves as having a disability and 31% identified as LGBTQI+.

We are continually reviewing recruitment processes and our internal support for all employees as part of our ongoing commitment to diversifying the workforce in the creative industries.

Factory International has a detailed Equalities Action Plan, which includes an Equalities Working Group, reporting to Executive and Board, and sub-groups with specific communities, including Diasporic Equality & Equity Group, Pride (LGBTQI+) Group, Disability Representation Group, Gender Equality Group and Socio-Economic Mobility Group.

Festival Volunteer Manager

Reports to	Volunteer Manager
Salary	£32-34,000 per annum (dependent on experience)
Contract	Fixed Term Contract (until 31 Aug 25)
Location	Manchester
Hours	40 hours per week <i>(this is 8 working hours + one-hour unpaid lunch break eg 9am-6pm)</i>
Closing Date	13 Jan 2025

CONTEXT

At Factory International we want to bring together a talented team of people, we're looking for motivated and passionate people from all backgrounds and skillsets to join our diverse and supportive talent. Reaching out into every corner of Manchester and harnessing the talent and energy that is found across the city and beyond. You don't need to have worked in the arts before, we're looking for people who are good communicators, enthusiastic, and want to be part of something new.

At Factory International various pastoral support routes are in place including additional support for those with caring responsibilities and access to external professional support services with a focus on wellbeing. Flexible working, including part time and job-share options will be considered for all suitable roles.

JOB SUMMARY

We couldn't run Manchester International Festival without the dedication, energy and enthusiasm of our amazing volunteers. Some 426 volunteers got involved in MIF23, our last festival, doing everything from helping out with preparations to greeting the public at our events. Our Festival Volunteer Manager is critical to the smooth running of this programme.

Our Festival Volunteer Manager will lead on the recruitment of MIF volunteers, training and induction, and support for volunteers taking part in the 2025 programme. They will ensure that the volunteer programme is inclusive and accessible, and that volunteers have a fantastic experience at all points that they interact with us.

The primary focus of this role is leading on the volunteer-facing aspects of the MIF Volunteer Programme, however the post holder will work within a Volunteering Team that also delivers other Factory International volunteering programmes, including those at Aviva Studios, and may also support the delivery of these from time to time.

This role will involve a significant amount of evening and weekend working – particularly during May, June, and July, to facilitate the delivery of the programme. It is likely that this role will involve working additional hours, particularly during the Festival, which can then be taken back on a flexible basis.



RESPONSIBILITIES

- Lead on volunteer recruitment for MIF25, ensuring and encouraging applications from diverse communities across Greater Manchester and supporting the application and selection processes for new and returning volunteers
- Plan, develop and deliver training and induction schemes for MIF volunteers
- Organise social events, volunteer placements and other volunteer activities leading up to, during and immediately after the 2025 Festival
- Ensure efficient and accurate administration of the MIF volunteer programme including maintaining databases and schedules, processing volunteer expenses and contributing to evaluation processes and reporting
- Manage Volunteer Team Leaders who in turn manage, support and encourage the wider volunteer team. Manage any placement hosted with the Volunteering Team
- Coordinate with departments across Factory International to ensure that their MIF volunteer requirements are being met, and that the volunteer programme is integrated into the work of the organisation to best effect. This includes contributing to the volunteering team's relationship with key festival partners, ensuring that they are kept informed and involved both before and during the Festival
- Offer advice and information to volunteers and external organisations through face-to-face, telephone and email contact

General

- Actively engaging with the organisation's vision and policies regarding equality, representation and inclusion, artistic ambition, participation and engagement, health and safety, sustainability, reporting evaluation and monitoring
- Training and talent development is central to the way that Factory International work. All job roles are expected to contribute to our training and development activity, contributing time to supporting our training programmes on site and occasionally off site
- Any other duties that are commensurate with the post

FUTURE FLEXIBILITY

Factory International is currently undergoing a significant period of organisational change as we grow and develop to operate the venue. Any new appointees will be required to show a flexible approach to this process – which may involve revisions around job description, titles, roles and departmental structures



PERSON SPECIFICATION

ESSENTIAL

- Excellent communication skills, including written communication and verbal presentation skills
- Excellent organisational and administrative skills, including attention to detail when dealing with large amounts of data
- Experience of line managing staff or volunteers
- Ability to work on own initiative as well as part of a team
- Ability to manage multiple priorities and meet deadlines
- Flexible and adaptable approach to problem solving within a fast-paced environment
- Commitment to championing representation and inclusion at every level of the organisation with a proven ability to work with people from a wide range of backgrounds
- Willing to get take relevant statutory checks eg DBS (Factory International can support with processing and payment)

DESIRABLE

- Experience of leading a volunteer programme (or other similar programme) involving large numbers of people
- Experience of working with a Volunteer Management System (i.e. an online system that holds volunteer records, enables applications to be submitted, enables rota-ing, etc)
- Experience of having worked or volunteered on a large festival or event
- Experience of designing and delivering training programmes or sessions
- Positive and enthusiastic attitude with a commitment to excellence
- Enthusiasm for training, mentoring and support of emerging talent



TERMS AND CONDITIONS

FLEXIBILITY

Factory International has a wide range of projects happening at differing times, with many of our roles requiring some capacity to work outside of usual office hours. This is taken into consideration when designing job descriptions and setting salaries.

We aim to support all staff to work flexibly and according to their capacity and work closely with staff members to ensure a manageable workload.

PROBATION

There will be a three-month probationary period for this position, during which your notice period will be one week. The notice period will increase to one month once the probationary period is complete

STAFF BENEFITS

- Annual leave entitlement is 25 days a year plus public holidays (pro rata dependent on hours of work)
- Pension: Auto enrollment begins three months after start date and payments are matched for the first 5% of employee's contribution
- Factory International offers a travel loan scheme and cycle to work scheme via salary sacrifice
- All employees have access to an Employee Assistance programme operated by [Health Assured](#)
- Medicash Health Plan: auto enrolment begins after three months service for all eligible employees
- We are committed to supporting employees with their personal development, regularly offering organisation-wide training such as Carbon Literacy, BSL or Mental Health First Aid, along with department specific and individual training opportunities
- Factory International have a Staff Development Fund - £200pa accessible to eligible employees who have passed their probation - for tickets, events, training, or development opportunities



GUIDANCE FOR APPLICANTS

Factory International is committed to equality for everyone and we encourage you to apply no matter what your age, caring responsibilities, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.

Factory International is an inclusive employer. We value difference and recruit by merit based on fair and open competition. We welcome candidates from all backgrounds and from all sectors.

We are particularly committed to supporting applications from individuals with backgrounds or social groups that are currently underrepresented in the creative industries – including those within South Asian communities (particularly Bangladeshi, Indian and Pakistani), African and Caribbean communities and Deaf and disabled people, as well as individuals from lower socio-economic backgrounds. We will support any access requirements you may have during the recruitment process and ensure that reasonable adjustments are in place as required by the Single Equality Act 2010.

As part of Factory International's commitment to being a Disability Confident employer, all disabled applicants who meet the essential criteria for a job vacancy will be interviewed, please refer below on clarification when this may not be possible. To be considered under the Guaranteed Interview Scheme, applicants will need to declare that they have a disability.

It is important to note that there may be occasions where it is not practicable or appropriate to interview all disabled people who meet the minimum criteria for the job. In certain recruitment situations such as high-volume, seasonal and high-peak times, the employer may wish to limit the overall numbers of interviews offered to both disabled people and non-disabled people.

If you require any access support if selected for interview or require further information (including requests for printed forms or access support), please inform the Factory International via recruitment@factoryinternational.org

Factory International are committed to safeguarding and protecting the people that use our facilities, engage in our activities and events, creating a setting where everyone feels welcome and safe. Where roles are subject to a safer recruitment process this will include scrutiny of employment or training history (where relevant), robust referencing and may include a check on criminal record history if the role involves contact with children, young people or adults at risk. This is in line with our DBS & Ex-Offenders Policy and the Rehabilitation of Offenders Act 1974.

During recruitment, the selection panel will be shortlisting based on what qualities, skills and experience you may bring to the role. The attached job description is an overview of the type of work the successful candidate will undertake and is not an exhaustive list.

