



Isbourne Arts

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# **VOLUNTEER**

# **HANDBOOK**

# WELCOME

Welcome to Isbourne Arts and a huge thank you for your willingness to share your time, skills and experience to benefit Winchcombe's amazing performance and community venue. Our varied programme of arts, community, fundraising and other events couldn't happen without you.

Isbourne Arts is entirely run by volunteers. Our enthusiastic and dedicated teams help look after the building, welcome our audiences, sell programmes, provide technical expertise, serve drinks, support our acts and audience and provide invaluable support to the trustees - who are themselves volunteers.



As a volunteer you'll be able to develop new skills, make new friends, make your own contribution as part of a team – and have fun too. The audience experience is greatly enhanced through knowledgeable, helpful volunteers.

You don't need specialist skills to make a real contribution; there are experienced people to support you, and appropriate training/mentoring will be made available.

# THE HANDBOOK

We've created this handbook for you. It's really important that you read it, as it has all the key information you need about volunteering.

You'll find important information about volunteering roles as well as training, support and expectations.

This handbook is available in soft copy from the [Isbourne Arts website](#) and in print at Isbourne Arts.

## ABOUT ISBOURNE ARTS

Isbourne Arts is operated by Winchcombe Arts & Community Hub (WACH), a charity and company limited by guarantee with (currently) four trustees. WACH's mission is to create an inclusive arts and community hub that fosters cultural engagement and creativity and strengthens community wellbeing and cohesion.

For more details and to see our latest events, visit our [website \(www.isbournearts.org\)](http://www.isbournearts.org) .

# ROLES

## FRONT OF HOUSE

You're the person that welcomes our audiences to our venue and looks after them throughout their time with us.

As part of our Front of House team, you will:

- Welcome audience members
- Check tickets and sell tickets on the night
- Sell programmes
- Direct people to seats, bar or toilets
- Help with pre-ordering of interval drinks.
- Help clear and tidy after performances

## BAR

This is one of our busiest roles, and involves a lot of team work. As part of our Bar team you will:

- Serve drinks and snacks before and during performances
- Take pre-orders for interval drinks and prepare orders
- Help clear and tidy, and restock for the next show after performances
- Implement the "Challenge 25" rule
- Look out for and report any untoward behaviour to the Bar Lead.

**All bar volunteers must be aged 18 or over.**

# ROLES

## REFRESHMENTS

Our refreshments team look after some of the busiest events at Isbourne Arts and support important community events. Our team:

- Serve hot & cold drinks and snacks at events.
- Prepare Isbourne Arts for catering special events
- Provide home made cakes and biscuits (claiming expenses) for community events

## CREW

Our crew make sure that Isbourne Arts is always ready for its close up. This is a vital team in the creation of our highly praised events and includes a range of roles, some of them requiring heavy lifting:

- Preparing the auditorium for customers by setting out chairs, tables and furniture
- Preparing the stage for acts and performances
- Supporting acts at rehearsal with adjustments to staging and set up
- Maintaining safety and comfort of audience and acts during performances

# ROLES

## SOUND AND LIGHT

Our technical team provides a professional level of support for music, drama and screenings. Full training is available. The role includes:

- assisting the Technical Lead to provide appropriate sound, lighting and/or projection.

## EVENT CO-ORDINATOR

The event co-ordinator oversees our events. They are responsible for the safety and comfort of patrons, performers and volunteers during their event, including fire, health & safety implementation.

They work closely with Front of House, Bar, Crew & Technical leads to ensure smooth & successful running of events.



# FIREWATCH AND FIRST AID

Event coordinators act as fire marshals (unless an alternative arrangement has been agreed in advance with the Front of House Lead). Fire marshals monitor both the stage and audience for safety concerns.

In the event of any emergency, they lead the volunteer team in the evacuation of the building.

Full briefings in our evacuation procedure is given to all volunteers.

In the event of a health emergency, the event co-ordinator leads the first aid response. All volunteers will be briefed on first aid provision and reporting within Isbourne Arts. A Defibrillator is located at the entrance of the Guide Hall (approx. 30 metres to the right of the Hall on the opposite side of High Street).

**Not all events require a fully qualified first aider to be present.**

# OTHER SUPPORT

## BUILDINGS AND MAINTENANCE

We welcome volunteers who want to assist the Facilities Manager to provide a safe, secure and welcoming venue. Roles include

- monitoring the fabric, heating & lighting systems
- reporting issues to the Facilities Manager.

## ADMINISTRATION

Isbourne Arts needs strong administrative support. Roles include:

- Managing emails
- Financial administrative support
- Setting up training courses for other volunteers

## MARKETING AND PUBLICITY

We always need support ensuring that the community in Winchcombe and beyond knows about the events, workshops and community schemes going on at Isbourne Arts. We welcome help with:

- distribution of Isbourne Arts' seasonal programme and leaflets, posters and flyers

# SIGNING UP FOR DUTIES

Our volunteer schedule is managed via an online tool called SignUpGenius (<https://www.signupgenius.com>) .

All volunteers who have completed initial training will be contacted when duties become available.

You will receive an invitation from the Isbourne Arts administrator which will enable you to create an account and accept volunteer duties.

Dates/Times ✨	Location	📧	Available Slot ✍️	⬆️ ⬆️
07/05/2026 (Thu. 9:30 am - 12:00 am)	Meeting Point	✍️ ✕	Event Co-ordinator (1)	✍️
			Fire Marshall	✍️
			Refreshments (1)	✍️
09/05/2026 (Sat. 7:30 pm - 10:00 pm)	Boe-Jigge	✍️ ✕	Event Co-ordinator (1)	✍️
			Fire Marshall	✍️
			Front of House (2)	✍️
			Bar (3)	✍️
			Crew (2)	✍️
13/05/2026 (Wed. 10:30 am - 12:30 pm)	Move to Improve	✍️ ✕	Event Co-ordinator (1)	✍️
			Fire Marshall	✍️

Generally, selection is made on a first-come-first-served basis but certain roles require additional training. There is also a waitlist so that you can be on reserve for events.

Please make sure [info@signupgenius.com](mailto:info@signupgenius.com) has been added to your safe-senders list in your personal email account. For more details and to see our latest events, visit our [website \(www.isbournearts.org\)](http://www.isbournearts.org) .

# EXPECTATIONS

## WHAT YOU CAN EXPECT FROM ISBOURNE ARTS

- Training, briefings and support to help you carry out your role effectively. Volunteers are assigned a named person for support
- Consultation on decisions which affect you and the opportunity to feed back and make changes to enhance future volunteering experiences
- Personal cover by WACH liability insurance. This does not cover personal possessions: any equipment brought to Isbourne Arts should be covered by your own insurance
- Opportunity to watch sections of productions between duties or, should this not be possible, complimentary tickets to certain screenings
- Out-of-pocket expenses if agreed in advance
- The right to request a reference on the basis of your voluntary work
- Complimentary invitations to periodic social and fundraising events

# EXPECTATIONS

## WHAT ISBOURNE ARTS CAN EXPECT FROM YOU

- Enthusiasm, reliability and courteousness.
- Respect and appreciation of other volunteers and staff.
- A respectable appearance. Some roles have a dress code which volunteers are expected to follow.
- Commitment to volunteering responsibilities, training and briefing sessions.
- Adherence to Isbourne Arts written policies including those relating to data protection, safety and safeguarding.

# IMPORTANT INFORMATION

## EMERGENCY PROCEDURES

Isbourne Arts is located at High St, Winchcombe, Cheltenham GL54 5LJ.

What3words address: [///bring.cured.modem](https://www.what3words.com/bring.cured.modem)

There is no landline phone number for Isbourne Arts.



# IMPORTANT INFORMATION

## FIRE EVACUATION

If you discover a fire, raise the alarm and inform the fire marshal/ Event Coordinator.

The Event Coordinator will begin evacuation procedures. The assembly point is on the high pavement on Abbey Terrace.

Volunteers may need to assist patrons down the ramp/steps and across the road. The Event Coordinator remains responsible for controlling the evacuation.

We will familiarise you with the location of fire extinguishers and blankets.

Please make sure you remind yourself regularly of their location.

Those who are not trained in the use of fire-fighting equipment should not attempt to fight a fire.

# IMPORTANT INFORMATION

## ACCIDENTS AND INCIDENTS

Accidents are classed as anything that results in an injury or illness. Incidents are anything out of the ordinary, such as thefts, arguments, broken equipment etc.

Report any accidents or incidents to your Team Lead.

### **If you discover somebody requiring first aid**

Do not attempt to administer it yourself unless you are qualified to do so. First Aid kits are located in the Bar and Green Room.

Reassure the casualty and try to keep them calm. Seek First Aid assistance – contact a First Aider if present, or call 999 or 111.

Keep members of the public away from the casualty, and do not leave the casualty unless you need to in order to get help.

# IMPORTANT INFORMATION

## SITE INFORMATION & RESTRICTIONS

Smoking: Isbourne Arts operates a non-smoking policy, including e-cigarettes.

Isbourne Arts operates “Challenge 25” and has the right to request ID.

Public Wi-Fi is available in the building; the password is WInchcombe

Isbourne Arts is wheelchair accessible. A lift is available to access downstairs

There are ladies’ and men’s toilets in the corridor. A unisex toilet is available in the Green Room. A fully accessible toilet with baby-changing facilities is situated in the foyer and another accessible toilet is situated downstairs.

Wheelchairs can be accommodated in the main auditorium and downstairs.

Photography and sound and video-recording are not permitted in the auditorium, unless agreed in advance with the Trustees or otherwise specifically authorised prior to an event. Flash photography is not permitted at any time.

# POLICIES

## COMPLAINTS

Listen to comments or complaints patiently and attentively. This in itself can often defuse a situation.

Remain polite, respectful and sympathetic, offering practical solutions to help, and apologise if appropriate.

Don't get angry, offer excuses or make promises you can't keep.

If at any point you are feeling uncomfortable talking to a customer with a complaint, invite them to talk to the Event Coordinator.

Report the complaint, even if resolved, to the Event Coordinator.

## USE OF ALCOHOL & DRUGS

Any member of public incapacitated by drugs or alcohol and causing a disturbance to others will be asked to leave.

Any volunteer suspected of using or being under the influence of drugs or alcohol while on duty will be removed from the volunteer programme.

# POLICIES

## HEALTH & SAFETY

The Trustees have a duty of care to protect you as a volunteer when affiliated with Isbourne Arts and to keep you informed about health and safety matters.

As an individual you have a responsibility to look after yourself and others.

Much of what you need to know is common sense and if something looks unsafe, please raise it with the Event Coordinator.

We encourage all volunteers to reference training, briefings and policies before taking up their duties.

## SAFEGUARDING

Isbourne Arts is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

The Safeguarding Policy can be obtained via [info@isbournearts.org](mailto:info@isbournearts.org).

# POLICIES

## EQUALITY, DIVERSITY AND INCLUSION

At Isbourne Arts we aim to recognise, respect and value differences in order to promote an inclusive culture for all.

We commit to promoting equality of opportunity and access for everyone, regardless of gender, sexual orientation, civil or family status, religion, age, disability or race. Discrimination or harassment will not be tolerated.

Any discriminatory or harassing behaviour witnessed by a volunteer should be reported to their team lead or a Trustee.

Such behaviour displayed by a volunteer may result in them being asked to leave and removal from the volunteer programme.