

VOLUNTEER PROGRAMME

FREQUENTLY ASKED QUESTIONS

WHAT IS A HULL 2017 VOLUNTEER?

Someone who freely gives their time to carry out tasks or a specific role - and who wants to have a once-in-a-lifetime experience at the forefront of Hull's UK City of Culture celebrations. Roles will vary widely and hopefully you will find lots of events and opportunities that will challenge and reward in equal measure.

HOW LONG WILL A VOLUNTEER BE VOLUNTEERING FOR?

Each Volunteer will be expected to complete about 10 shifts across a wave of activity. Additional opportunities will likely be also available to those interested.

HOW MANY VOLUNTEERS WILL THERE BE?

We're looking to engage and support 1,000's throughout the duration of the programme. In the original bid for UK City of Culture status, a commitment was made to enable about 40,000 shifts of volunteer support. With activities spread over a long period of time, Volunteering opportunities will continually take shape and respond to developments and opportunities within the artistic programme – this is one of the reasons we will deploy Volunteers in waves of recruitment.

WHEN WILL VOLUNTEERS BE NEEDED?

Our main Volunteer Programme will have volunteering opportunities from September 2016. We also need Volunteers to set up a volunteering programme of this size. So to help us do this our Pioneer Volunteers will support the development of the programme from March 2016. Volunteer opportunities will be available across Hull 2017 UK City of Culture events up to January 2018.

WHO CAN VOLUNTEER?

Anyone 16 years or older on 31 August prior to their volunteering.

WHAT IF I AM UNDER 16?

Don't worry. There will be so many opportunities to get involved in Hull 2017 – not least our programme of activity that is engaging through all schools and educational institutions in the Hull region.

WHY WOULD I VOLUNTEER?

You may be keen on arts, culture, volunteering, Hull or all or none of the above – but there is something in the events programme for everyone, and the best way to enjoy it will be at the forefront of events and opportunities as a Volunteer. Please also see the Hull 2017 website for more detail on the artistic programme.

DO I NEED PRIOR EXPERIENCE?

No. The Application Form asks you to list any skills and experience you've got – in volunteering, through work, or from personal experience. But if you've little or none – that's not a deal-breaker. Enthusiasm is priceless.

WHEN CAN I APPLY?

The application window is open 9 March 2016 until autumn 2017.

HOW DO I APPLY?

The Application Form is available via the volunteer section of the Hull 2017 website.

HOW LONG DOES IT TAKE TO APPLY?

The application form takes about 25 minutes to complete.

WHAT IF I CAN'T ACCESS THE INTERNET, OR DON'T KNOW HOW TO COMPLETE THE FORM ONLINE?

If you don't have access to a computer with an internet connection, you can also apply in person at any of our community-based Roadshows and Recruitment Events that will be popping up all around Hull in 2016 and 2017. Dates and venues will be published through the local media, community noticeboards and in all libraries and customer service centres.

DOES APPLYING GUARANTEE I WILL BECOME A HULL 2017 VOLUNTEER?

No. We anticipate high levels of interest in the programme and oversubscription may occur. There are of course lots of ways in which to engage with the Hull 2017 artistic programme and we will be happy to share these with anyone who happens not to progress through the volunteer application process.

WHAT ROLES WILL BE AVAILABLE?

Roles will be very varied - the Volunteer Programme will engage Volunteers across a programme of over 600 days of activities. More information on types of roles can be found online at hull2017.co.uk/volunteer.

HOW DO I GET RECRUITED?

Firstly you need to fill in and submit an application form. Should your application form be considered for the next stage, you will be invited to a Selection Centre for an informal interview. If you are successful at a Selection Centre interview you will be offered Volunteer status – you then have to complete your training to be offered volunteer opportunities.

IS IT LIKE A JOB INTERVIEW?

Definitely not. The Selection Centres are environments where you can ask questions and discover more about Hull 2017 and the Volunteer Programme. You will be met by members of the Volunteer Team and other Hull 2017 Teams, including existing Volunteers. You'll be given the opportunity to bring to life or add to what you've put in your application form.

WHAT HAPPENS AT A SELECTION CENTRE?

Selection Centres will be running throughout Hull and the wider region in 2016 and 2017. They will involve:

- Informal face-to-face interviews for Volunteering.
- Opportunity to complete a Volunteering application form for those that haven't.
- Lots of information available regarding activities based around the Hull 2017 initiative, including:
 - Community Communities Programme (in Wave 1)
 - Education & Skills Programme
 - Community Engagement

CAN I SELECT MY ROLE?

In your application form and at the Selection Centre you will have the opportunity to highlight your areas of skill, enthusiasm and availability. These criteria will then be matched to the opportunities within the vast artistic programme of events.

I HAVE BEEN OFFERED A ROLE, BUT WOULD PREFER A DIFFERENT ROLE. CAN I REQUEST FOR MY ROLE TO BE CHANGED?

You can't request role changes but you can choose not to accept the volunteering opportunity offered. Roles offered will be based on the detail you have given us about your skills, experience, enthusiasm and availability. This information will be balanced with the requirements of each event and venue and so we recommend that you give as much accurate information as you can in your application in order to ensure that you are offered opportunities you can fulfil.

HOW LONG DO I HAVE TO ACCEPT MY ROLE?

We encourage you to accept your role as soon as possible. At the time of offer we will indicate how long you have to accept or reject your offer. Delay will result in the role being offered elsewhere.

HOW LONG ARE SHIFTS EXPECTED TO BE?

The majority of shifts will be 6-8 hours although this is subject to variation depending on specific roles and events.

WHAT DO VOLUNTEERS WEAR?

Every volunteer will be provided with a Hull 2017 volunteer uniform that will be fit for purpose for every role.

CAN I KEEP MY UNIFORM?

Yes, of course, it's yours. Volunteers can keep their uniform as a memento of the year. There may also be volunteering opportunities to wear the uniform in the future.

WILL VOLUNTEERS HAVE A VOLUNTEER CONTRACT?

No, Volunteers will not have a contract as they are not employed, but they will need to sign a volunteer agreement as part of the application process.

WHAT IF I AM IN RECEIPT OF STATE BENEFITS SUCH AS JOB SEEKERS ALLOWANCE OR INCAPACITY BENEFIT?

No problem. Volunteering should not affect your benefits. You can ask your local Job Centre for more information.

DO YOU GET PAID FOR VOLUNTEERING?

No, individuals are not employees or fulfilling paid roles.

WILL ACCOMMODATION AND TRAVEL EXPENSES BE PAID FOR?

Any accommodation and/or travel expenses incurred cannot be reimbursed. Undertaking actual volunteering duties themselves will not cost you anything.

WHAT PROVISION HAVE YOU MADE IF I HAVE A DISABILITY?

Every volunteer will be asked at each stage of the process, including uniform sizing, if they have any adjustments that they would need in order for them to carry out their training and volunteering opportunities. We will endeavour to make the Hull 2017 Volunteer Programme as inclusive as it can be. A small number of venues and roles will have limited capacity to adapt to all requirements but accessibility is a priority for the Programme.

I HAVE A SPECIFIC DIETARY REQUIREMENT. WILL I BE ABLE TO REQUEST A DIFFERENT MEAL DURING MY SHIFTS?

Dietary requirements can be indicated on the Application Form. Any such requirements will be considered in planning the distribution of sustenance packs for every volunteering activity.

WHAT IS A SUSTENANCE PACK?

This is a pack of refreshments that every volunteer will be offered for consumption during every volunteer opportunity they complete.

I NEED INFORMATION PROVIDING IN A DIFFERENT LANGUAGE OR FORMAT, IS THIS POSSIBLE?

You can contact the Hull 2017 on theteam@hull2017.co.uk with any specific language or format requests and we will make the necessary provision to ensure you can access and apply for the Volunteer Programme.