

EIFF

Volunteer

Information

Pack



The enthusiasm and support of our loyal Edinburgh International Film Festival volunteers is always a high point of any festival year.

It is hard to imagine the festival achieving the same profile, passion and success without the involvement of our volunteers.

Guests, staff and audiences all truly appreciate the high levels of assistance that volunteers bring to a festival that prides itself on its high levels of inclusivity, cultural highs and real passion for the world of film.

Mark Adams, Artistic Director

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Edinburgh International Film Festival – Volunteer Policy

Introduction

Born alongside Edinburgh's International Festival in 1947, the Edinburgh International Film Festival is the world's longest continually running film festival.

EIFF provides a showcase for outstanding new films; a meeting place for those who are interested in making, distributing, exhibiting, watching, and discussing films; educational opportunities for those who wish to deepen their involvement with cinema; a foundation for an informed and sophisticated appreciation of cinema among a non-specialist public; and a platform for collaboration among local, UK, and international film communities.

EIFF doesn't happen by magic. We rely on the energy, enthusiasm and commitment of approximately 85 temporary paid roles, 12 paid internships and 130 volunteer posts each year.

Volunteers carry out specific roles across the Festival. Most volunteer posts are one to two weeks long, some lasting up to four weeks. There are roles suited to all levels of experience, providing opportunities to gain new skills and experience, or to use existing skills to support EIFF and help contribute to the Festival's success.

Hours differ from team to team – some have clear daytime shifts, others are more programme/events based – providing a range of opportunities to suit different circumstances and interests.

During the Festival EIFF Volunteers are given the opportunity to:

- See EIFF films and attend EIFF events.
- Access EIFF's Industry Centre with a wide range of Industry Events and networking opportunities.
- Access the Videotheque.
- Include time with EIFF on your CV and request references.
- Attend the wrap party.

Please note – some opportunities are subject to age restrictions and so may not be available to under 18s.

Recruitment

If you are interested in volunteering with us, we would ask you to complete a volunteer application form on our website indicating your experience and interests. If you have any difficulty accessing or completing the application, please contact Volunteer Edinburgh to arrange a time to visit their office and a volunteer advisor will assist you with the online form.

Their telephone number is: 0131 225 0630 and their email address is: admin@volunteeredinburgh.co.uk.

Our volunteer information pack (available on the website or through Volunteer Edinburgh) will help you to understand what types of roles are available and how they might suit you. At this stage, we do not ask you to choose a team or department, however if you have a particular preference, please indicate this on your application.

When we have received your application, we will invite you to our volunteer recruitment day. Please note, spaces are limited, so whilst we hope to invite all who are interested, there is no guarantee. More information about the day will be provided with your invitation to attend.

If there are any spaces remaining on the teams after our recruitment day, there may be additional recruitment, which will be arranged on an individual basis. If you are unable to attend the recruitment day or are not based in Edinburgh, then we will try to accommodate you with alternative interviews, on Skype if required, however this will be after the recruitment day and remaining spaces on teams will be limited.

Please note that involving volunteers from outside of the UK may require visa application or in certain circumstance may not be possible. Please let us know if you do not have a right to work in the UK and we can help in getting a further guidance.

Volunteer Agreements and Training

Once you have been selected for a place on a team, you will be provided with a Volunteer agreement, which will include:

- Your volunteer position
- The dates over which your involvement is sought
- Your manager name where available (or their job title if this has not yet been confirmed)
- Our commitments to you as volunteer
- What we ask of you

We ask you to sign and return this agreement to confirm that you would like to accept the offer to volunteer with us.

You will also be invited to our training and induction day (the Saturday before the

Festival commences). All staff and volunteers are encouraged to attend this day, where you will meet your manager and other team members and receive both general and team specific training.

The Volunteer's Voice

We welcome your feedback on your volunteer role and how it could be improved. Please be aware that during the Festival, it may not be feasible to make changes, but all feedback is considered at the end of the Festival and is instrumental in planning for the following year.

Records

Information you provide to us, including all personal data is stored digitally on our server in files which are only accessible to a limited number of recruitment and administrative staff members. Emergency contact details, date of birth, addresses and telephone numbers will be deleted within one month of your volunteering ending with us. Manager feedback is stored for one year for the purposes of providing employment references and inviting volunteers to return the subsequent year (see information about references in 'Endings' section below).

After one year we will only store, your name, the role you have undertaken, your email address, and evidence of your right to work in the UK. If you would prefer for us not to keep your email address, or manager feedback please let us know and we will delete it from our records. Please be aware if we do not hold your email address or feedback, we will be unable to provide references beyond confirmation of role and dates, or invite you to return in future years.

Confidentiality

All volunteers at EIFF are asked to sign our social media and anti-piracy policies. It is very important to the reputation of EIFF that these policies are adhered to. Copies of both will be provided with your volunteer agreement.

Expenses, Insurance, Health and Safety, Equal Opportunities

We will reimburse reasonable travel expenses to enable you to attend training and during your volunteering with us. Travel expenses will only be reimbursed on production of your travel tickets.

Volunteers are covered by the CMI's insurance policies.

Health and safety training is provided within your team to ensure that you are adequately trained for the tasks you will be performing, and in the venue/s you will be located in during the festival.

Equal Opportunities data is collected both on application and when a role is accepted. This is anonymous and used for statistical purposes. Equal Opportunities data has no bearing on the selection process. Completion of our Equal Opportunities monitoring form is entirely voluntary, but greatly appreciated as it allows us to understand whether we are attracting a diverse range of volunteers and if not, to help us better involve underrepresented groups.

Concerns

Any concerns or issues about volunteering or volunteers should first be raised with the volunteer's line manager. If this is not appropriate, or the concerns are not addressed, the Head of HR can be contacted by email: marzena.d'arcy@cmi-scotland.co.uk

Completion of role

At the completion of their volunteering role, all volunteers are asked to complete an online survey, detailing their experiences. We ask for information about the role you have performed, what works and does not and this informs our planning for future years.

We can provide employment references on request. If you would like a written reference for general future use, please get in touch.

Requests for references should be made to volunteers@edfilmfest.org.uk

For further information or if you have any queries, please contact:

Tel: 0131 228 4051

Email: volunteers@edfilmfest.org.uk

If you have difficulties accessing the application web form and would like assistance applying, please contact:

Volunteer Edinburgh

222 Leith Walk, Edinburgh EH6 5EQ

Tel: 0131 225 0630

Email: admin@volunteeredinburgh.org.uk

Updated: March 2019

Department	Team	no. of roles	dates	Must be available for:	shifts between	Maximum days during Festival (16 days incl. set up and take-down)	shift lengths	public facing	industry facing	behind the scenes	heavy lifting	light lifting	travel/ different locations	working outdoors	additional languages useful	working with computers	See page no.
Industry and Talent Development	Press & Industry Centre	12	17/6 - 2/7	15&22/6	8.30am-late	8-10	4-hr shifts	O	Y	N	O	O	O	N	Y	N	
	Industry Events	12	18/6 - 2/7	15&22/6	9am-8pm	7-9	4-7hrs	O	Y	Y	Y	Y	O	N	Y	N	
	Press & Industry Screenings	10	17/6 -29/6	15&22/6	8.30am - 5pm	8-10	4-5hrs (2-3 films)	O	Y	N	Y	Y	O	N	Y	N	
	Registration Desk	15	17/6 - 2/7	15&22/6	8.30am- 6pm	8-10	5hrs	O	Y	Y	N	Y	O	N	Y	Y	
Guest Services	Videotheque	12	17/6 -1/7	15&22/6	9am-9pm	8-10	4-5hrs	N	Y	Y	O	Y	N	N	Y	Y	
	Guest Services	5	1 x 11/6-1/7, 2 x 17/6-1/7, 2 x 19/6-1/7		within office hours pre festival, 11am - late during festival	8-10 + pre festival	5-7hrs (some split shifts)	N	Y	Y	N	O	Y	O	Y	Y	
	Hospitality	3-4	1 x 11/6 - 1/7, 2 or 3 x 19/6 - 1/7		within office hours pre festival, 11am - late during festival (mostly afternoons and evenings) 9/9:30am to late depending on July	8-10 + pre festival	5-7hrs (some split shifts)	N	Y	Y	N	Y	Y	O	Y	Y	
Guest Services	Jury	5-6	15/6 - 28/6		15-Jun schedules	7-9	3-7hrs/ day (some split shifts)	N	Y	Y	N	O	Y	O	Y	O	
	Translation and Interpreting	2	TBC		15-Jun dependent on guests/ events	1-3	2-3hrs	Y	N	Y	N	Y	Y	N	Y	N	
Programming	Print Traffic	2	17/6 - 30/6		15-Jun 9.30am - 5.30pm	8	4-hr shifts	N	N	Y	O	Y	O	O	Y	O	
	Venue Liaison	4	21/6 - 1/7		15-Jun 12noon - 10pm	5-6	5-7hrs	Y	O	N	N	O	Y	O	Y	O	
Marketing	Audience Awards	15	20/6 - 30/6		15-Jun (weekends) 5pm - late (weekdays), 12noon - late	7-8	2-7 hrs (1-3 films)	Y	N	N	N	Y	Y	N	Y	N	N
	Events	12	15/6 - 1/7		15-Jun 10am - late	8-10	2-7hrs (some split shifts)	Y	O	Y	Y	Y	Y	Y	Y	O	N
	Display	8	19/6 - 30/6		15-Jun (may be occasional later finishes)	8-10	3-6 hrs (some split shifts)	O	O	Y	Y	Y	Y	Y	O	O	N
	Photographers	6-8	19/6 - 30/6		15-Jun 9am - late	8-10	varied (3-6 events per day)	N	N	Y	N	Y	Y	O	O	O	N
	Picture Desk	1	19/6 - 30/6		15-Jun 10am - late	8-10	up to 7hrs	N	N	Y	N	N	Y	O	N	N	N
	Promotions	6	29/6 - 30/6		15-Jun 11am-5pm weekends in May/June	4-8 (pre-festival)	4- 6hr shifts	N	N	N	O	Y	Y	Y	Y	Y	N
Education & Learning	Ticketing	1	3/6 - 30/6		15-Jun 10am - 6pm	8-10 + pre festival	5-7hr shifts	N	O	Y	N	O	O	O	Y	Y	
	Youth Events (16-17yr olds)	8	20/6-29/6		15-Jun 9am - 8pm	9	4-5hr shifts	Y	O	Y	O	Y	N	N	Y	Y	N
	Education and Learning (18-25)	8	20/6-29/6		15-Jun 9am - 10pm	9	4-7hr shifts	Y	O	Y	O	Y	Y	O	Y	O	O
Technical	Customer Care	6	20/6 - 30/6		15-Jun Noon-9pm	8-10	4-5hrs	Y	O	N	O	Y	O	N	Y	O	O
	Events Technical	2	17/6 - 1/7		15-Jun 9am - 11pm	8-10	5-7hrs (some split shifts)	N	O	Y	Y	Y	O	O	N	Y	O

ALL MUST BE AVAILABLE FOR ALL STAFF TRAINING - 15 JUNE 2019

Key: Y=Yes N=No O=Occasional

Industry and Talent Development

Alongside the public programme of films and events, the Festival's Industry team manages a programme of events, screenings and networking opportunities for hundreds of film industry delegates who attend EIFF from all over the world. Accredited passholders are provided with a number of services including a dedicated Industry venue, Industry screenings, online registration, an online viewing facility and access to information on all Festival attendees and activity. Activity runs throughout the festival and consists of a number of specialist events including Scotland's Screen Summit, EIFF Works in Progress and Distribution Rewired.

As part of our Industry programme, EIFF also offers a series of talent development initiatives to support both project and career development for emerging filmmakers including the four day EIFF Talent Lab which will take place during the Festival.

Teams: Press & Industry Centre, Industry Events, Press & Industry Screenings, Registration Desk, Videotheque

Press & Industry Centre

As part of the Industry team, you are the welcoming face of the Festival at our Press & Industry Centre, greeting industry visitors, press and filmmakers.

Key responsibilities

- Welcome guests to the Press & Industry Centre
- Direct guests within the Press & Industry centre
- Offer information to guests as required.
- Support the Press & Industry Centre Manager setting up events at the centre

Competencies

- A friendly, welcoming attitude
- Reliability
- A good memory for names and schedules
- An interest in the Film Industry
- Customer service experience desirable

The Industry Centre is normally open from 8.30am until late. Daily shifts are not usually longer than 4-hours. On occasion, you may be required to carry out physically active duties.

Industry Events

Alongside the public film programme, EIFF runs an Industry programme, which consists of numerous events and panel discussions for Festival passholders, and talent development labs for emerging filmmaking talent. This is a great team if you're interested in learning more about filmmaking and the industry behind it.

Key responsibilities

- Help prepare and set up for events
- Assist with the smooth running of events
- Offer information and support to guests as required.

Competencies

- A passion for film and the film industry.

- Enthusiasm
- A friendly, welcoming attitude
- Comfortable using handheld scanners (training provided)
- Reliability

This role is based primarily at the EIFF Press & Industry Centre. Shifts of 4-7 hours are organised around the event and talent lab development programmes and usually take place between the hours of 9am and 8pm. Some events may take place at other EIFF venues.

Press & Industry Screenings

Press & Industry Screenings Volunteers usher at the screenings which are exclusively for our press, industry and filmmaker guests and visitors

Key responsibilities

- Welcome passholders to Press and Industry Screenings
- Check and scan passes
- Advise passholders when screenings are full

Competencies

- A friendly, welcoming attitude
- Reliability
- Comfortable using handheld scanners (training provided)
- Early riser (shifts start from 8.30am)

Shifts are concentrated in the first half of the day with some shifts in the late afternoon and early evenings. Shifts are usually 4-5 hours long, covering 2-3 films each day, and can be based at any of our cinema venues.

Registration Desk

A front line team, welcoming and providing information for all EIFF's filmmaker & press guests, film industry delegates and accredited press visitors. This team also takes turns to greet guests at the airport and train station.

Key responsibilities

- Welcome guests, delegates and visitors at the Registration desk
- Make up and give out passes and welcome packs
- Provide information about the Festival and Edinburgh to visiting guests and delegates
- Welcome guests at airport or train stations and directing them to their transport
- Photocopying

Competencies

- A friendly, welcoming attitude
- Reliability
- Computer literate
- Team player
- Enthusiasm for film and film industry
- Knowledge of Edinburgh desirable
- Customer service experience desirable

The desk is normally open between the hours of 8.30am and 6pm with shifts normally lasting

around 5 hours per day.

Videotheque

The EIFF Videotheque is an online viewing facility which allows pass holders the opportunity to view films that they may have missed at scheduled cinema screening times. You will assist the Videotheque Manager with the running of this purpose built system.

Key responsibilities

- Welcome passholders to the Videotheque
- Keep booking sheets up to date
- Show passholders how to use Videotheque equipment
- Keep the Videotheque area tidy and quiet

Competencies

- A friendly, welcoming attitude
- Reliability
- Computer literate
- Ability to whisper coherently!
- Ability to stay calm in the event of technical failures

Daily shifts are typically 4-5 hours long, and take place between the hours of 9am and 9pm.

Guest Services

Guest Services is a close-knit team working in close collaboration. The team is responsible for all arrangements supporting the Festival's many visiting filmmaker, industry and press guests. The team works hard to ensure that all guests of the Festival are well looked after over the course of their visit and are able to maximise all networking opportunities and make the most of their stay in Edinburgh.

The team works closely with and informs other key areas of the Festival including Programming, Development, Industry, Education, Press and Finance while also managing relationships with external partners and other stakeholders. Volunteer roles within the Guest Services team can be demanding, however they offer significant insight into the workings of the Festival and can be extremely rewarding.

Teams: Guest Services, Guest Drivers, Hospitality, Jury, Translation and Interpreting

Guest Services

A dynamic role within the Guest Services team, which is responsible for organising guests' travel, accommodation and schedules across the Festival, you will be a vital support to the team in managing all of these arrangements in a busy and ever-changing environment.

Key responsibilities

- Assist the team with various administrative tasks
- Meet and greet guests at screenings
- Assist guests in finding their way between venues
- Help pack and distribute guest bags
- Various tasks supporting the Guest Services team as required, including dedicated administrative support to the Cars Team who coordinate the Guest Drivers

Competencies

- Confident and calm in quickly changing circumstances
- A good memory for names and faces
- Great interpersonal skills
- Ability to process lots of information quickly
- Knowledge of and enthusiasm for film
- Discretion and tact
- Flexibility and a positive attitude

Prior to the Festival you will be assisting during office hours, but during the Festival fortnight, duties can take place from 11am through to the early hours of the morning. If working shifts with the Cars Team, start time may be from around 8am. You will be expected to be on duty for at least 5-7 hours each day, but this is likely to be spread across the day

Hospitality

Working with the Guest Services team, this is a front line opportunity supporting the Hospitality Coordinator who is responsible for ensuring that filmmaker guests are offered the high level of hospitality on which EIFF prides itself, and are able to make the most of Festival networking opportunities and their stay in Edinburgh.

Key responsibilities

- Help research restaurants and tourist attractions

- Assist in identifying useful networking opportunities for guests
- Help manage invitations, RSVPs and guest lists
- Update the Festival's database
- Assist at functions and events

Competencies

- Good interpersonal skills
- Confidence in working independently
- Customer service skills
- Knowledge of and enthusiasm for film
- Knowledge of Edinburgh
- Interest in Hospitality

The role is primarily based at Filmhouse prior to the start of the Festival however during the Festival fortnight you will be out and about, assisting with day trips and supporting the Hospitality Coordinator at social events in the evenings. You'll be on duty for at least 5-7 hours each day, but this is likely to be spread across the day. Shifts can start from around 11am but most activity will occur in the afternoon and evening, with some late night finishes.

Jury Volunteers

Working as part of the Guest Services team you will assist the Jury Coordinators in all activities related to taking care of the Festival juries who are invited to Edinburgh to adjudicate Awards including the Michael Powell Award for Best British Feature Film, the Award for Best International Film, the Best Documentary Award and various Short Film Awards. Juries usually comprise three people and each Jury has its own Coordinator to manage and assist them during their visit to Edinburgh. This role provides vital support to the team in managing all of the arrangements for each of the jurors.

Key responsibilities

- Assist jurors in following their schedules which will include screenings, social events, media duties and Festival meetings
- Deliver messages and information
- Help ensure jury members have a positive and productive experience at EIFF.
- Update the Festival's database
- Assist at functions and events

Competencies

- Good interpersonal skills
- Confidence in working independently
- Organised with good time-management skills
- Customer service skills
- Knowledge of and enthusiasm for film
- Knowledge of Edinburgh
- Discretion and tact
- Flexibility and a positive attitude

The need for assistance will change from day to day and can sometimes be on short notice, although every effort will be made to give as much warning as possible. The juries' daily schedule runs from 9/9.30am until late. You will be on a rota and asked to be on duty for at least 8 hours each day. Sometimes these hours will be spread across the day to ensure there is enough cover. The juries will be finished by Thursday 27 June allowing you to relax and enjoy the last few days of the Festival.

Translating and Interpreting

Edinburgh International Film Festival is renowned around the world for discovering and promoting the very best in international cinema and takes great pride in bringing audiences and filmmakers together. Last year we screened films from countries all over the world, and invited hundreds of guests to Edinburgh to participate in our programme, introduce films and take part in events. To support this activity we're seeking volunteers to help with a range of translation and interpreting activities:

Key responsibilities

- Provide live onstage interpretation at introductions to screenings and post-screening Q&A sessions.
- Occasional help preparing English subtitles which have been already provided.
- Assist Guest Services and Press teams to accompany guests who require translation support.
- Providing live subtitles (soft-titling) for some premiering foreign language films.

Competencies

- Knowledge of and enthusiasm for film
- Foreign or signed language skills
- Experience in translation and/ or interpreting
- Confidence interpreting on stage in front of a live audience
- Confidence in interpreting discussions consecutively, dealing with topics such as filmmaking techniques and story-content, effectively communicating a wide range of ideas.
- Ability to follow a film and ensure the English subtitles are changing in sync with the on-screen action.

Guests are usually attending the Festival for two to four days. Some will only need assistance with public appearances, whilst others value support with translation and interpreting throughout their visit. We will know what languages we need support with once our programme is confirmed and we have determined the individual needs of our guests.

Programme Planning

Programme Planning are the operational centre of the Festival ensuring that information about screenings, events and a variety of other activities are accurately recorded, updated and disseminated across departments. Information and schedules can change regularly and at short notice, this team ensures that changes happen smoothly and ensure front-line teams have all the information and support required to give the best possible experience to customers and guests.

Teams: Print Traffic, Venue Liaison

Print Traffic

This role is about getting films from Festival offices to the various cinemas and other screening locations used for EIFF. Print Traffic volunteers transport, film prints, DCPs and other screening materials to various locations, often on foot and occasionally at short notice.

Key Responsibilities

- Transport film prints, film drives and reels safely to their destinations
- Label films as they arrive.
- Help to keep the film vault in order.

Competencies

- A good communicator and teamworker
- Patient, organised and able to follow instruction
- Alert to priorities and deadlines
- Comfortable walking short distances between venues
- Ready to troubleshoot if necessary

Two volunteers work alternate shifts according to a rota to be agreed, usually a mix of half and full days between the hours of 9.30am and 5.30pm.

Venue Liaison

Part of the Programme Planning team and reporting to the Venue Liaisons, you'll help with coordinating screenings and events at partner venues.

Key Responsibilities

- Queue management and crowd control
- Provide the public with information about EIFF screenings
- Help with red carpet events
- Assist with special events as required

Competencies

- Great customer service skills
- Enthusiasm for the festival
- Ability to think on your feet
- Previous work experience in cinemas would be helpful.

Daily shifts will take place during public screening hours, usually shifts of 5-7 hours typically taking place between noon and 10pm.

Projects

Projects devise, create and deliver the special events programme during EIFF including Opening and Closing screenings and parties, the EIFF Ceilidh, EIFF: Play and a variety of other events over the course of the Festival. This team also manages the event Guest Lists and the Audience Awards programme.

Teams: Audience Awards, Events

Audience Award Volunteers

This team assists at public screenings of all films eligible for the prestigious Audience Award.

Key Responsibilities

- Hand out and collecting voting slips.
- Count and recording information from returned voting slips
- May occasionally be asked to introduce (with a script) the award and voting process at the start of screenings

Competencies

- Customer service skills
- Patience
- Accuracy and concentration

Whilst there are occasional afternoon screenings most shifts will start after 5pm and some will finish after midnight.

Event Volunteers

Event Volunteers assist with a variety of logistics required to deliver special events, parties and screenings. This team are often in the heart of the action at our biggest gala film screenings and parties.

Key Responsibilities

- Set up barriers and ensure the red carpet area is clean and cleared
- Direct the public at red carpet events, help with crowd control
- Prepar venues for Festival parties
- Direct guests between venues
- Welcome guests
- Help to clear out venues after events
- Other logistical activities as required

Competencies

- Great customer service skills
- Ability to follow instructions
- A good team worker
- Reliable and flexible
- Comfortable working outdoors and in a physically active role

Key dates for event volunteers are Wednesday 20th, Saturday 23rd June and Sunday 1st of July when our largest events take place. On these days, volunteers may be involved for up to 8 hours starting with briefings and set-up and some late finishes. Other shifts will usually involve a shorter commitment between 1-5 hours per day. These events and a rota will be confirmed closer to the Festival although there can be changes and flexibility is appreciated.

Marketing

The Marketing Department creates and produces all communications material for the Festival including the Festival programme and catalogue, all publicity collateral, advertising, the EIFF website and direct marketing. Literally anything with our name on it that promotes EIFF and the film programme.

The department also works closely with a wide range of other Festival teams to drive ticket sales, dress the Festival sites and venues, maximise sponsor crediting and encourage as many people as possible to experience the Festival.

Teams: Display, Photography, Picture Desk, Promotions, Ticketing

Display

A physically active team who organise displays for Festival venues and events. This team also assists other departments to move equipment and materials between Festival venues.

Key Responsibilities

- Put up and change posters daily at the festival venues
- Set up and take down pop-ups and other display materials at events as required
- Assist to put out and take in the red carpet
- Move equipment, and other materials between venues

Competencies

- An enthusiastic team player
- Able to work quickly and follow instruction
- Reliable, flexible and patient
- Comfortable working outdoors and in a physically active role

Duties are usually between 10am and 6pm with occasional early and later evening tasks.

Photography Volunteers

The Festival Photography Team is responsible for taking official photos for the Festival and all of its activities and EIFF are looking for volunteer Photographers to be part of the team. The volunteer photography roles offer a unique opportunity to experience event photography, following a brief and providing source material for your portfolio

Key Responsibilities

- Attend EIFF events, screenings, Q&As and other functions
- Take official photos for the Festival and all of its activities

Competencies

- Experience and expertise in photography
- Personal flair in photography
- Access to photography equipment
- Flexibility

EIFF maintains all copyright and usage of the imagery but photographers are permitted to use the EIFF imagery for non-commercial self-promotion. Please include a link to your portfolio or examples of your work (e.g. flickr, tumblr) in your application.

Activities to be photographed take place throughout the day from morning to late evening. A schedule will be provided in advance of the Festival, however this is subject to change, so flexibility is useful in this role

Picture Desk Volunteer

This role supports the Picture Desk Editor in the management of the Festival's photography and coordinating the Photography Team.

Key Responsibilities

- Sort through images from each event, edit when necessary, and make selections
- Identify guests for image descriptions
- Supply/ Upload to the EIFF Press site and EIFF Flickr channel
- Help to schedule the festival photographers

Competencies

- Experience or a proven interest in photography
- IT literate
- Photoshop and Bridge experience is helpful
- Flexibility

Working hours will be from afternoon to evening most days; with some longer shifts required. Working times will vary from day to day so flexibility is helpful.

Promotion

We're looking for volunteers to help promote EIFF 2018 over four weekends in May/June in various locations around central Edinburgh. This is a great opportunity to gain some essential marketing experience.

Key Responsibilities

- Hand out leaflets and programmes
- Discuss the Festival programme (training and information provided)
- Encourage people to experience the EIFF!

Competencies

- Friendly and approachable
- Confident speaking to the public
- Enthusiast about film and the EIFF programme

Promotion volunteers are typically on duty between 11am and 5pm Saturdays and Sundays starting from end of May and continuing over June. Volunteers may be given the opportunity to do other promotional work during the Festival fortnight, for example, live tweeting from EIFF events.

Ticketing Volunteer

This role supports the Ticketing Coordinator to allocate non-public tickets for events and screenings.

Key Responsibilities

- Record ticket allocations on box office software
- Respond to email ticket requests
- Assist the guest list team to distribute tickets at main events

Competencies

- Organised
- Customer service skills
- General office skills
- IT literate
- Box office experience is helpful.

The role starts prior to the Festival and is based at the Filmhouse. Most shifts are within office hours.

Education and Learning

Education and Learning delivers a wealth of learning events for all ages. Our schools programme includes a range of film screenings and the popular EIFF Media Days. The Edinburgh and Lothian Schools Film Competition celebrates the best of filmmaking talent in local schools while our Understanding Cinema project is part of an international programme (Cinéma, cent ans de jeunesse) which trains young filmmakers in schools across Scotland.

EIFF Youth is an important strand in the Festival and offers a free programme of filmmaker masterclasses and workshops to those aged 15-25 who are passionate about cinema and considering a career in the film industry. These are co-designed with hosted by our EIFF Young Programmers and members of the Youth Advisory Group, and take place at our pop up venue, The Cornerstone Centre, at the corner of Lothian Road and Princes Street. The EIFF Student Critics Programme provides a training course for emerging film critics looking to gain experience of film criticism.

Teams: Youth Events (16-17 year olds), Education and Learning (18-25 year olds)

Youth Events

Education and Learning are looking for enthusiastic 16 and 17 year olds to assist with the EIFF Youth events programme

Key Responsibilities

- Help to set up and prepare for youth events
- Welcome attendees to the youth events
- Check attendee passes

Competencies

- An interest in film
- Friendly and welcoming attitude
- An interest in events

Shifts are 4-5hrs long and take place between 20th and 29th June.

Education and Learning Front of House

The Front of House team deliver a great cinema experience for our audiences at the Filmhouse and support teams at our partner venues. The box office is the first point of contact for visitors and the team are responsible for selling tickets, providing information about the programme and directing customers and guests in our home venue. Front of House also look after our cinema spaces, ensuring they are well maintained, tidy and a welcoming environment for audiences to enjoy EIFF films.

The Education and Learning department are looking for enthusiastic 18-25 year olds to assist with the youth events programme and other events as required

Key Responsibilities

- Help to set up and prepare for youth events
- Welcome speakers and provide them with information about the events.
- Assist the Education and Learning team with other events as required
- Occasionally host youth events

Competencies

- A passion for film and film education
- Friendly and welcoming attitude
- Events experience or an interest in events
- Reliable and flexible

Shifts are 4-8 hours depending on events and take place between 20th and 29th June.

Front of House

The Front of House team deliver a great cinema experience for our audiences at the Filmhouse and support teams at our partner venues. The box office is the first point of contact for visitors and the team are responsible for selling tickets, providing information about the programme and directing customers and guests in our home venue. Front of House also look after our cinema spaces, ensuring they are well maintained, tidy and a welcoming environment for audiences to enjoy EIFF films.

Team: Customer Care

Customer Care

As the EIFF addition to the Filmhouse Front of House team, the Customer Care Volunteers assists them on the busy front line providing a welcoming information service for public and guests.

Key Responsibilities

- Welcome the public and guests to the Filmhouse
- Provide information about screenings and the EIFF programme
- Survey customers about their experience of the Festival
- Assist with queue management and direct customers to self-service kiosk if appropriate
- Occasionally assist Front of House staff at partner venues

Competencies

- Friendly and welcoming attitude
- Knowledge of and enthusiasm for the EIFF programme (training provided)
- Knowledge of Edinburgh
- Languages an advantage

Shifts are typically up to 5 hours long and take place between the hours of noon and 9pm.

Technical

The EIFF Technical team are based at our Industry Centre in the Traverse. They manage all technical aspects of the Industry Events programme of events, talks and presentations, providing live, digital and audio-visual support. The team also assist with technical requirements at other venues and for special events as required.

Team: Events Technical

Events Technical

A chance to be involved behind the scenes with the Technical team, you will help provide the live, digital and audio-visual resources for the Festival; assisting at events, talks and presentations.

Key Responsibilities

- Assist with the installation of technical equipment
- Assist technicians with set up of events, talks and presentations
- Help provide the live, digital and audio-visual resources for the Festival
- Communicate with other teams, festival delegates and guests

Competencies

- Good communication skills
- An interest in all things technical
- Some practical experience of live sound and lights, audio/visual equipment and live events would be an advantage
- Comfortable in a physically active role

Technical volunteer duties usually take place between 9am and 11pm. Daily shifts can be 5-7hrs long but may be spread across the day to fit with event times, so flexibility is useful in this role.