



Key to the City - Volunteer Coordinator Job Pack

Fierce are excited to be recruiting a project team for **Key to the City**, a large-scale participatory public realm project for Birmingham and Solihull. The **Volunteer Coordinator** will be part of a small team, supported by the core Fierce team to deliver this project to the highest possible standards.

About the Project

Key to the City is conceived and led by artist [Paul Ramirez Jonas](#) and produced by Fierce as part of the [Birmingham 2022 Festival](#), the major cultural programme that surrounds the **Commonwealth Games**. The project has previously taken place in New York City to critical and audience acclaim. This will be the European Premiere.

Key to the City plays with the concept of the Freedom of the City – an honour usually bestowed upon dignitaries – by awarding 12,000 ordinary citizens a physical master key that gives them the freedom to access 24 hidden and unusual sites across Birmingham and Solihull.

Members of the public will be able to award each other keys, after which they can use them to open up locations ranging from community gardens to cemeteries, and police stations to museums.

Key to the City seeks to ignite the public's imagination with a complex portrait of Birmingham that includes both traditional tourist attractions and new places city dwellers might otherwise never visit.

We will also host a small number of events and talks at selected locations, designed to animate the spaces and provide more context for the project.

Fierce is pleased to be working with the [Birmingham 2022 Festival](#) as part of a six-month arts festival for the city and wider West Midlands. **Key to the City** is generously supported by Arts Council England, National Lottery Heritage Fund and with thanks to National Lottery players.

Working Culture

We want all Fierce employees to feel comfortable and able to be themselves at work. Our working culture is built on Fierce's core values of Trust, Joy, Disruption and Rigour. As the Fierce team grows it is important to us that we maintain a caring working environment. Our working culture is fluid and all team members have agency to influence it. Read more about our working culture [here](#).

We are committed to being an inclusive workplace where all employees feel able to be their whole selves, free of (micro)aggression. Particularly, in this moment, we highlight our commitment to anti-racism and trans rights. We are available to talk to anyone who wants more information about this, particularly if it may make them feel more comfortable in applying to work at Fierce. You can read more about our work in this area and how we are holding ourselves accountable [here](#).



From our programme to our working culture, we aim to be as accessible and inclusive as possible. We are committed to making application processes as accessible as possible and are happy to provide information in alternative formats and answer any other questions you may have regarding this opportunity. We actively encourage and welcome access documents.

To arrange a phone call or video call to discuss Fierce's work around anti-racism, trans rights, or to confidentially discuss access requirements, or request information in alternative formats, please contact our General Manager Catherine Groom at catherine@wearefierce.org

With this round of recruitment, we will implement the Rooney Rule meaning that we will offer interviews to all candidates who meet the basic eligibility criteria who are Black, from the African Diaspora, from the South, East and South East Asian Diaspora, who are ethnically diverse and who experience racism. Therefore, our interview panels will be representative of a spectrum of protected characteristics.

Terms and Conditions

Fee for the work: £4,200

This is a freelance role based on £150 per day for 28 days of work.

Period of work: Late March – August 2022

- March and April: focus on recruitment (approximately 1 day per week).
- May: focus on training and scheduling (approximately 2 days per week).
- The project is live from late May to early August 2022, during which time you will need to be available to update schedules, support volunteers and troubleshoot (unlikely to be full days of work; you will need to be flexible to respond to the needs of the project).

Responsible to: Key to the City Producer

Location: The role will be based at the Fierce office in Birmingham, there is some flexibility to work from home but attendance at the office as well as meetings and site visits across the city will be required.

About the Role

Recruitment:

(We are conscious that we need a large volunteer team for this project and so some of the work on recruiting volunteers may be started by the wider project team before this role begins.)

- Recruit a team of 200 volunteers to work on the Key to the City project in the summer of 2022.
- Advertise volunteer opportunities widely ensuring that applications are encouraged from diverse applicants.

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- Work with the Birmingham 2022 Festival team to help identify potential groups with an interest in volunteering.
- Build and maintain relationships with organisations, universities, and community groups to recruit volunteers.
- Coordinate the application and selection process for volunteers.

Training:

- Develop a volunteer training and induction programme relevant to the project, considering the different sites being used and the different health and safety and access requirements for each.
- Ensure all volunteers are well-briefed on the project and on Fierce and know where to find information to answer audience questions.
- Fully brief volunteers on the requirements for gathering audience data and evaluation and ensure that they are equipped to do this.
- Ensure volunteers have access to relevant information at all the sites including essential contacts.

Scheduling and Coordination:

- Timetable volunteers for duties throughout the project, working with the team to ensure volunteer requirements are met for every venue and for live events.
- Coordinate the volunteers across all sites throughout the delivery of the project, being flexible and adaptable to changing requirements and availability of volunteers.
- Support volunteers throughout the project, maintaining open communication through email and phone contact and regular check-ins with them while they are on site.
- Work with the Project Producer and General Manager to set up a system for managing volunteer expenses to ensure they are reimbursed promptly.

Legacy:

- Collate volunteer equal opportunities data to contribute to the evaluation of the project.
- Create a spreadsheet of volunteer contacts, seeking permission for them to be contacted about future opportunities and marking clearly where they have consented.
- Ensure that all evaluation data collected by volunteers and any Fierce resources and equipment are returned to the office following the completion of the project.

About You

Essential	Desirable
Experience of managing people. This can be in paid or volunteer roles and does not have to be direct line management.	Experience of managing volunteers.

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Experience of working for festivals, live events or for an arts organisation.	Good relationships with a range of organisations and communities in Birmingham
Understanding of best practice in health and safety.	First Aid at Work qualification
Understanding of best practice in terms of making venues and projects accessible.	Full driving licence
Ability to communicate effectively and appropriately, building good working relationships with a range of different personalities.	
Ability to problem solve and stay solution-focussed.	
Excellent organisation skills with the ability to prioritise and manage workload.	
Care deeply about audiences and making live art accessible to as many people as possible.	
An understanding of (and ideally lived experience of) the progressive politics that informs much of Fierce's work.	
Be open-minded, respectful and inclusive of ideas.	
A commitment to inclusivity, anti-racism and trans rights, and care-centred approaches.	

How to Apply

Please submit the following to catherine@wearefierce.org by **9am** on **Monday 7th March 2022**:

- An up-to-date CV
- A covering letter of no longer than 1 side of A4 or video/voice note of no longer than 3 minutes, which includes your name, address and contact details, that responds to the 'About the Role' and 'About You' criteria.
- A completed Equal Opportunities Monitoring Form

You must submit all three documents to be eligible for the role.

If you need some tips on writing a good covering letter, you can read our advice [here](#). We will not penalise applications that are a few minutes late but please be respectful of other candidates by not submitting applications hours or even days late.

Interviews: Interviews will be held on the morning of **Thursday 10th March**. We will let you know by the end of Tuesday 8th March whether or not you have been invited to interview. We will let you know when we invite you to interview who will be on the panel and we will send out copies of the interview questions in advance.