

## Frequently Asked Questions

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## What is Celtic Connections?

Acclaimed as “Britain’s greatest winter music festival”, Celtic Connections is an integral and vibrant part of cultural life in Glasgow. Over 100,000 attendances by audiences from all over the world flock to Glasgow to enjoy the best in folk and traditional music, alongside pop, rock, jazz, world and classical. Alongside the concerts, the festival presents talks, workshops, an award-winning education programme, club nights and a highly competitive Open Stage.

The 2025 festival will run from Thursday 16<sup>th</sup> January – Sunday 2<sup>nd</sup> February (though some volunteer sessions will be available in the week leading up to the festival).

## What volunteer roles are there as part of the 2025 Celtic Connections festival?

### 1. FESTIVAL OFFICE VOLUNTEER

Key tasks include:

- Assisting Festival staff in welcoming, supporting and looking after visiting artists.
- Being the first point of contact for the festival at the Artist welcome desk, and signpost Artists, Media and customers to further information or relevant festival staff.
- Assisting festival office staff in producing artist packs, including meal vouchers, artist ID passes and Festival information.
- Acting as a runner for various small errands around festival venues or beyond.
- Assisting with guest ticket collection at festival venues.
- Assisting with small tasks around the venue and backstage areas to ensure the artists feel welcome and comfortable in the run-up, during and after their show.
- Assisting the catering manager in distributing backstage riders to the Concert Hall venues.

### 2. FESTIVAL EVENT VOLUNTEER

Key tasks include:

- Assisting the Show Rep with errands around festival venues and beyond.
- Assisting the Show Rep to stock the green room with refreshments for the bands and keep backstage areas tidy.
- Assisting the Show Rep in directing artists to the appropriate Festival staff to help them with any requests e.g. requests for rehearsal spaces, ground transport, accommodation.
- Assisting with the guest tickets desk at the venue.

- Assisting artists to set up merchandise at the venue. Volunteers are not responsible for any sales.
- Advising bands on local restaurants on the meal voucher list if requested.
- Collecting food for the band and delivering to the green room where necessary.
- During weekends, highlighting to the Show Rep that there may be Festival or Late Night Sessions opportunities for the artists and encouraging them to contact these coordinators to arrange and assist with requirements.

*This role may involve very busy moments as well as long quiet periods, due to the nature of a show day.*

### 3. LATE NIGHT EVENT VOLUNTEERS

Key tasks include:

- Assisting with the guest list table at the Festival Club or Late Night Sessions box office, helping to distribute Wristbands/ passes and greeting artists performing at the venue. This is where all artists performing that evening and guests will arrive.
- Running small errands within the venue, and assisting with contact between the stage manager/Festival Club Manager, artists' ticket desk, MC and artists throughout the night.
- Checking in artists arriving at the venue and introducing them to the Stage Manager backstage.
- Assisting to keep the Green Room stocked with refreshments for the bands.

## What are the benefits of volunteering?

Each volunteer also receives a Festival T- Shirt and a welcome bag with a water bottle, lanyard, pin badge, and pen. Reasonable travel expenses can be reimbursed within the Glasgow boundary.

## Who can apply to volunteer?

Due to licensing requirements in the different venues across the festival, the minimum age for a Celtic Connections volunteer is 18. No previous experience is necessary; however, we are looking to recruit individuals who have a willingness to engage with performers and members of the public, represent the festival, and follow instruction.

## Will volunteers be able to watch shows and take part in events?

We appreciate volunteers may want to watch concerts and take part in events, however due to the nature of the volunteering roles we cannot guarantee this will be possible and ask volunteers to understand it very much depends on what is required during your sessions, and ticket availability.

## How long are the volunteer sessions?

Sessions range in duration from 4 hours to 8 hours, with a range of start times depending on the role (e.g. 11am – 3pm, 3pm – 7pm, 6pm – 10pm in Festival Office). These can be altered upon request if shorter times are required. Volunteers will be provided with a meal voucher valid in local restaurants for shifts over 4 hours, and assistance for travel via public transport or taxi when finishing late (within the Glasgow City boundaries).

Late night volunteers are required to be available for sessions/shifts between 10pm – 2am Thursday – Saturday throughout the festival.

## Can I volunteer in the same sessions/shifts as my friends?

We understand that you may want to volunteer with someone you already know, and we will do our best to accommodate this, but it may not always be possible.

Please email [ccvolunteer@glasgowlife.org.uk](mailto:ccvolunteer@glasgowlife.org.uk) to let us know and we can advise.

## I have limited mobility; can I still volunteer?

Festival Event Volunteer and Late Night Event Volunteer sessions require volunteers to be able to navigate between rooms, and includes escorting artists around venues. Our Festival Office Volunteer role may be more suitable, as we can accommodate access requirements and ensure seating is available.

## I am a person with a disability, will I be able to volunteer alongside my Support Worker/Personal Assistant?

Yes. Please email [ccvolunteer@glasgowlife.org.uk](mailto:ccvolunteer@glasgowlife.org.uk) to let us that you will be volunteering with your Support Worker /Personal Assistant so that we can put the

necessary arrangements in place and discuss with you both the best way to support you.



## What are the Information Sessions, and Training/Induction Sessions?

We will offer an online initial briefing session on 12<sup>th</sup> November at 6pm, to give an overview of the festival, explain the different roles and responsibilities, and answer any questions you might have. This session will be recorded, to allow those unable to attend to view at a later date.

A 2 hour training session will be required for all festival volunteers (multiple times will be offered to suit those with other commitments). This will be a training session focusing on individual roles, and specific information required for these (eg. what is included in an artist pack for Office Volunteers, how a show day might run for Event Volunteers, what happens at the Late Night events).

## How do I apply?

Individuals are asked to apply via our website, please click on the link below.

<https://volunteer.glasgowlife.org.uk/volunteers/opportunity/10231973>

## I would like assistance with the online application process

Contact staff that can help with using our online system

Email: [volunteering@glasgowlife.org.uk](mailto:volunteering@glasgowlife.org.uk)

Phone: 0808 500 1315

## I am already registered on Kinetic, and I am having difficulty logging in, who should I contact?

Contact staff that can help with using our online system

Email: [volunteering@glasgowlife.org.uk](mailto:volunteering@glasgowlife.org.uk)

Phone: 0808 500 1315

## I am having difficulty registering on the website to apply as a volunteer, who should I contact?

Contact staff that can help with using our online system

Email: [volunteering@glasgowlife.org.uk](mailto:volunteering@glasgowlife.org.uk)

Phone: 0808 500 1315



## What is the next step after I apply?

You will be asked to indicate your preferred roles and availability, and we will be in touch via email to offer a role based on preference, availability & experience. We'll do our best to accommodate your preferences, however the festival is busier from Fridays – Sundays so there may be limited sessions earlier in the week for Festival Event volunteers.

## I haven't heard anything back about my application, who should I contact?

Sometimes emails go to junk mail, so please check there first. If you still haven't heard from us by 18<sup>th</sup> November please contact [ccvolunteer@glasgowlife.org.uk](mailto:ccvolunteer@glasgowlife.org.uk)

## I have received my volunteering sessions but now need to amend them, how do I do this?

No problem, please contact us via [ccvolunteer@glasgowlife.org.uk](mailto:ccvolunteer@glasgowlife.org.uk)

## Is training provided?

Yes, all volunteers will receive training for their role.

## I want to withdraw my application, what should I do?

No problem, please contact us via [ccvolunteer@glasgowlife.org.uk](mailto:ccvolunteer@glasgowlife.org.uk)

## I am unable to attend my volunteering session at the last minute, who should I contact?

Please contact us via [ccvolunteer@glasgowlife.org.uk](mailto:ccvolunteer@glasgowlife.org.uk)

## I have a question that wasn't answered above, who can I contact?

To ask questions specifically about volunteering at Celtic Connections please contact:

Email: [ccvolunteer@glasgowlife.org.uk](mailto:ccvolunteer@glasgowlife.org.uk)



To ask questions about volunteering with Glasgow Life in general please contact:

Email: [volunteering@glasgowlife.org.uk](mailto:volunteering@glasgowlife.org.uk)

Phone: 0808 500 1315