

VOLUNTEER SUPPORT CONSULTANT

Star and Shadow Cinema



TERM: 6-month freelance contract

FEE: £1200 per month (8 days per month) x 6-month fixed contract = £7200

TRAINING + PRODUCTION BUDGET: £1500

PROBATION PERIOD: 6 weeks

LOCATION: Star & Shadow Cinema with some remote working possible

TIMELINE:

3/12/24	Information session
20/12/24	Proposal deadline
20/1/25	Interviews for shortlisted candidates
3/2/25	Fixed contract begins
30/7/25	Fixed contract ends

CONTRACT SUMMARY:

The Star & Shadow is a fully volunteer run organisation with hundreds of volunteers creating and delivering hundreds of events. We are a wholly unique and dynamic organisation with many different volunteers with different voices, ideas and life experiences coming together to run all aspects of our DIY cultural venue.

We are looking for someone to work with us to:

- Provide, source and facilitate various training including on conflict resolution, facilitation and nonviolent communication
- Create a flowchart/process for supported conflict resolution
- Develop a procedure to create and implement DIY accessibility riders + wellbeing temperature checks with volunteers
- Identify external support
- Coordinate S&S working groups to make volunteer resources/zines
- Coordinate, train and facilitate a mediation working group to support volunteers
- Support mediation situations as they arise

ABOUT US:

We are a minimalist organisation - meaning we don't have any HR, official internal hierarchy or decision-making group other than the general meeting. This means we come together around ideas to make things happen. This is unlike anywhere else and very exciting, but it is also challenging.

With 100's of volunteers moving around the building with different personalities, different ideas and different ways of being, conflict is inevitable. It's how we handle the conflict that is vital. The majority of the challenges people reflected in our recent survey for the social audit were around facilitation, communication and interpersonal dynamics. Though not every volunteer will get along with everyone else, we all have a shared commitment to Star and Shadow and to working towards making our building a safer space.

Safer Spaces Agreement

We all agree to follow our Safer Spaces Agreement when we become a part of S&S. At its heart is the intent to work towards helping everyone to feel welcome, safe, respected and able to be themselves. The policy is built on understanding that creating a safer space is an ongoing process and that reflecting on the way we treat each other is all of our responsibilities. Anyone might unintentionally cause hurt but through taking responsibility for our actions and making changes, trust can be restored. This policy only works when we all take responsibility to support each other.

Mediation

When someone breaks the Safer Spaces Agreement, and it isn't a disciplinary issue, we can support mediation. Our approach to mediation is about accountability and restoring trust. It is not about deciding who is wrong and right then assigning punishment - it is about listening to each other, understanding how things got off track, making amends if we misstep and creating strategies to volunteer together in the future.

Wider training and external support are needed to help create more collective ownership of our mediation/saferspaces process which will be the remit of this consultant.

Accessibility

Our building is fully wheelchair accessible, we have a Changing Places toilet, and we have a hearing loop installed. Organisationally, with a flat structure and no paid staff, our internal processes can be more difficult to navigate. We have identified that having more signposting and the creation of various zines covering inductions, roles and conflict reduction strategies would be helpful. The consultant will coordinate working groups to create the resources and posters.

We have many volunteers with different disabilities including mental health issues and neurodivergent conditions. The diversity of voices and perspectives is one of our strengths, but we do not have an internal structure to support volunteers who may be struggling with aspects of our organisation. We need support to develop DIY models/resources that support volunteers to self-identify barriers and strategies to navigate them.

ABOUT YOU:

We are looking for someone with experience

- Working collectively/ within non-hierarchical organisation structure
- Facilitating conflict resolution/ mediation
- Supporting people with disabilities and neurodivergence to access different spaces and navigate different structures
- Delivering training as well as identifying and facilitating external training
- Facilitating difficult conversations
- Creating resources including procedures and flowcharts

We recognise that one person may not have all the relevant experience; identifying training, resources and external support is part of the role.

Interpersonal skills are key including:

- Clear boundaries
- Excellent communication skills
- Good listening and problem-solving skills
- Ability to support people with different and sometimes contradictory opinions to work together towards a shared goal

This role will be self-managed with monthly updates given to the General Meeting therefore the consultant will need to be highly organised and able to identify where support is needed.

You need to have your own liability insurance and have a valid DBS certificate. We can arrange a DBS check if needed. You must be registered as self-employed with HMRC.

APPLICATION PROCESS

Please write a short proposal including

- Up to 250 words about your relevant previous experience
- Up to 250 words about how you would approach this role
- Timeline/schedule of work for the 6-month contracted period
- Breakdown of production budget

Please Send an email to 7cz@starandshadow.org.uk with

- Proposal
- CV
- Information for 2 referees
- Up to 3 images, documents or links to relevant work (optional)

*****THE DEADLINE FOR PROPOSALS IS 20/12/24*****

INFORMATION SESSION

We are hosting an information session to answer questions about the role and our organisation.

Please join us in person or online to learn more.

Star and Shadow Cinema

Tuesday 3/12/24

5pm – 6pm

Tours of our cinema at 6pm (in person only)

<https://www.starandshadow.org.uk/programme/event/volunteer-support-consultant-information-session,8113/>

USEFUL INFORMATION

Star and Shadow Website

<https://www.starandshadow.org.uk/>

Social Audit

<https://www.starandshadow.org.uk/about/social-impact-report/>

Safer Spaces Policy

<https://www.starandshadow.org.uk/other-stuff/safer-space/>