



## **Role Description: Event and Festival Officer (Volunteer)**

**Organisation:** OUT North East

**Location:** ONE Centre, Unit 2B Stonehills, Pelaw, Gateshead, NE10 0HW and community based in North-East England

**In-person, hybrid or remote role:** This is a hybrid role.

**Reports to:** Volunteer and Outreach Manager.

**Time commitment:** Flexible.

**Days:** Flexible. Commitment needed around key ONE Centre event dates and Pride season.

### **Who are OUT North East?**

OUT North East is a leading LGBTQ+ charity and community organisation in the North East of England focused on promoting equality, inclusion, wellbeing and community connection for LGBTQ+ people, their families, friends and allies through support services, events, advocacy and awareness-raising programmes. Based at the ONE Centre in Gateshead, it offers safe spaces, practical help, social activities and outreach work to reduce isolation and strengthen community ties. In addition to its core services, OUT North East organises the Summer of Pride festival series, which are free Pride celebrations and events delivered across Gateshead, Sunderland and South Tyneside. These are held over the summer period, bringing together diverse communities for family picnics, concerts, creative days, and other inclusive events that celebrate LGBTQ+ life and promote visibility and belonging.

### **Role purpose:**

The Event and Festival Officer supports the planning and delivery of events hosted at the ONE Centre, as well as Pride events delivered by OUT North East across the region. This role helps ensure events are welcoming, safe, well-organised and inclusive for LGBTQI+ communities and allies. The volunteer will assist with setting up and taking down event equipment, practical event support, stewarding, engagement activities, and helping to create a positive and affirming atmosphere. This is a hands-on role ideal for individuals who enjoy community events, teamwork, and public engagement.

### **Key responsibilities:**

- Support the setup and pack-down of events at the ONE Centre.
- Assist with event registration and welcoming attendees.
- Help coordinate activities during workshops, panels or community gatherings.
- Act as an event steward during Pride and festival activities.
- Support stall coordination and community engagement activities.
- Provide information about OUT North East and the ONE Centre.
- Help maintain a safe and respectful environment.
- Monitor for wellbeing or safeguarding concerns and report appropriately.
- Support crowd guidance where required (under staff direction).



- Assist with basic event logistics.
- Support digital promotion by sharing approved event content online

### **What the role is not:**

- It is not a security or enforcement position.
- It does not involve independent decision-making regarding key event operations, though feedback is always welcome.
- It is not responsible for managing emergencies (these should be escalated to trained professionals on site, such as security and first aid).

### **Skills and qualities needed:**

- Friendly and confident communicator.
- Comfortable working in busy environments.
- Good teamwork skills.
- Reliable and punctual.
- Calm under pressure.
- Positive and proactive attitude.
- Committed to equality, diversity, and inclusion.
- Passionate about supporting LGBTQI+ community events.

Previous experience in events or festivals is welcomed but not required.

### **Support and training:**

#### **Volunteers will receive:**

- Induction and safeguarding training.
- Ongoing supervision and check-ins.
- Clear escalation procedures for concerns.
- Opportunities for further training and development.

### **Impact of the role:**

#### **Outreach Officers help:**

- Deliver safe, vibrant, and inclusive, Pride celebrations.
- Strengthen community visibility and connection.
- Enhance the quality of ONE Centre and OUT North East events.
- Create welcoming experiences for attendees.
- Build regional LGBTQI+ solidarity and pride.

### **Safeguarding and confidentiality:**

#### **All volunteers must:**

- Adhere to OUT North East safeguarding policies, as well as other policies and procedures.
- Respect confidentiality at all times.
- Complete any required training prior to starting, or during their time as a volunteer.