

Volunteer Guide



Introduction of Gateway Arts Limited

Gateway Arts is a non-profit organisation that focuses on providing various arts programmes across different communities in Singapore. We ensure that our programmes are easily accessible to the community; especially those around Bukit Merah neighbourhood.

Through our programmes, we are dedicated to creating works that draw attention to the social issues amongst children and teenagers and thus having an impact on our audience.



Why join Gateway Arts Limited as volunteers?

Gateway Arts is a non-profit organisation and we try to make our programmes as accessible as possible. Your support as a volunteer will help us make a difference to the communities that we reach out to.

Gateway Arts welcomes people of all ages who have a passion for the arts. By volunteering with us, you can help us create meaningful arts experiences for everyone. You will also have the chance to meet people from all walks of life and expand your communication skills by liaising with different people.

Volunteers:

- Help to create an enjoyable experience
- Encourage an interest in, and an appreciation of the arts
- Help to ensure a pleasant and safe visit

For students, Values in Action (VIA) hours will be given upon request.



Volunteer Roles & Duties

A) Facilitator @ Gateway Arts Kids Club

- Interacting with children and parents and guiding them during Arts & Craft activity
- Facilitating registration and issuance of Arts & Craft materials
- Ensuring social distancing between patrons
- Facilitating turnover between Storytelling and Arts & Craft activity
- Assisting in set up and tear down pre and post Arts & Craft activity

B) Front of House @ Gateway Arts Kids Club

- Front-of-House duties such as ushering, guiding patrons to their seating areas and helping out at registration
- Ensuring SafeEntry check-ins and social distancing between patrons
- Ensuring that patrons follow house rules such as no food and drinks, to wear masks at all times etc

C) Administrative Support @ Little Hoppers

- Assisting at registration counter
- Ensuring smooth arrival and dismissal of children
- Interacting with children and parents
- Keeping track of and updating attendance

D) Front of House @ Gateway Arts shows

- Welcoming patrons at the front of house
- Ushering the audience into the theatre
- Issuing programme booklets
- Assisting in various FOH administrative duties

Volunteer Requirements

We are looking for volunteers who have:

- Immense interest in the arts
- An enthusiastic and friendly disposition
- Great communication and interpersonal skills, including the ability to work with patrons of various ages
- Strong commitment to providing a high standard of service



All volunteers are required to:

- Adhere to the volunteer code of conduct
- Attend a short briefing session about 30 minutes before the start of programme
- Be warm and welcoming towards patrons, initiate help readily and thank sincerely
- All volunteers must be able to commit a minimum of 4 hours per month

Volunteer Code of Conduct

All volunteers agree to:

- Be present and punctual for the slots they have volunteered for
- Be professional, observing good conduct and dressing appropriately
- Cooperate with Gateway Arts' staff and accept feedback and supervision with a constructive attitude
- Embrace Gateway Arts' passion for the arts and for providing an enjoyable experience to everyone at all times