February Back To Ours - Event Manager Debrief – Mikey Jarrell

TRAINING  Not too specific and able to apply information to all venues and shows

 **X** The roles and responsibilities shared between the freelancers and Event Team was too vague. During the events this was never debated however if a situation requried one to take charge there may be disputes of opinion

* Handbook was helpful and appreciated

**X** More helpful to have all contacts in one place in the handbook

**X** Consider all important information for when running the events to be at the front of the handbook (schedules, contacts, etc.)

**X** Note to consider that some of the team wont check emails during the live dates

**SCHEDULE X** Would appreciate the opportunity to visit the venue beforehand

 **X** Would be helpful for the artists if Event Managers were available on site during their get-in (artists were told EMs were their first point of contact). Also useful when considering the miscellaneous bits to fix e.g. masking windows, arranging seating etc.

**VOLUNTEERS x** Too many. More are only required if the auditorium/performance space is far from the entrance

 **X** Would have been very helpful to know the volunteers’ code of conducts or do’s and don’t’s. (specifically was unsure as to whether a volunteer could hand out their own promotional leaflet – guided tours)

 **X** Evaluation techniques should be gauged on audience response and demographic

**VENUES** Trevor and his team were very helpful

 **X** Heating was an issue in a couple of venues – too cold

 **X** Lighting was difficult to control in a couple of venues as they were on automatic controls, and no one on site could override (notably at Hymers for Hekima’s performance)

 **X** Would be helpful to consider packs of consumables for EMs alongside handbooks

 **X** Not all people in the handbook were present at the venues on the days – would have been nice to have a more detailed list of who would be there/when but not essential

* Caretakers and facilities mangers were more helpful than teaching or reception staff

**X** Food and drink for crew would have been appreciated; especially water

**TEAM x** First aid to be scheduled to arrive as audience are let in and not as the show starts

 **X** Someone in the auditorium to be always available to communicate any arising problems e.g. a designated volunteer who will sit at the back?

**COMMS X** No need to communicate with other venues

 **X** Radio guidelines and etiquette to also be circulated among Front of House and inexperienced EMs

MISCELLANEOUS

 **X** A runner was required

 **X** Consider that Sirius Academy needs the seating to be tiered in the mainhall

 **X** Torches for volunteer wayfinding

 X Promotional barriers outside venues to list the activities as well as ‘Back To Ours’ to encourage more locals who pass it (only if you know what Back To Ours is would you understand the relevance and many locals don’t have the means to research by the time they’re home)