

Learning and Discovery (L&D) Co-ordinator

Volunteer role description

CAMRA L&D activities seek to help people learn more about beer, cider and perry at festivals and across our branch network. We are providing technically accurate and unbiased information so people, wherever they are on their drinker's journey, can feel more confident navigating their favourite drinks.

The purpose of this role is:

- To run CAMRA branded educational activities at festivals or within the branch area
- To help fulfil CAMRA's core commitment to education, enshrined in its Articles of Association;
- To play a leading role in the provision of information, education and training to all those with an interest in beer, cider and perry of any type.

Key activities

Festival Learning and Discovery Spaces

- To help organise the programme of informal learning activities at festival L&D spaces;
- To staff the L&D space at pre-agreed shifts throughout the festival;
- To demonstrate and talk through ingredients, tastings, brewing and fermenting processes at an entry level (and above depending on the volunteer);
- To inform people in a technically accurate and unbiased manner;
- To approach festival goers to highlight and signpost them to the space and its activities as necessary;
- To signpost people to where they can learn more - within CAMRA, and via partner organisations. 'Check out our website' 'Look out for events listings near you'.

Branch Events

- To help organise a range of informal learning activities hosted in local, preferably independent, venues;
- Organise learning activities that are pitched to attract people from a wide range of backgrounds, ages and lifestyles;
- L&D branch events can be open to non-members, free or organised as paid for, ticketed events charged at a preferential rate for members. Renowned local or national experts can act as a draw for attendees. Events open to, and targeting, non-members can aid recruitment.



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Real Ale

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Attributes

- Outgoing, sociable and engaging with excellent interpersonal skills;
- Comfortable in dealing with the general public, CAMRA members and volunteers. Equally respectful of people's comfort zones and learning styles;
- Presentable: e.g. demonstrate high level of personal hygiene and present yourself in a way that people from all walks of life feel that you're someone from whom they can learn more about beer;
- Diversity aware: comfortable engaging with people with differing physical abilities, ethnicity, sexual orientation or gender identity;
- Genuinely interested in helping people learn informally;
- Able to learn, retain and pass on key CAMRA L&D messages whilst adapting the approach to their own personality, knowledge and skills;
- Able to recognise people's level of knowledge and awareness and tailor your approach;
- Confident being in the throng of the festival and signposting people to the L&D space;
- Mindful that branch events will have a range of prospective audiences.

Code of conduct

To ensure that your behaviour complies with CAMRA's Volunteers' Charter, including Equal Opportunities, and that acknowledgement that this applies to both staff and customers.

- To refrain from putting forward any personal points of view that are against CAMRA's policy or might bring the Campaign into disrepute. This needs to be the same font and font size as the rest of the document;
- To refrain from action or inaction that would bring the Campaign into disrepute;
- To ensure that fellow volunteers are treated with respect;
- To work with other volunteers as part of the festival team.

Time commitment

This will vary according to the size of the festival.

Presence at the festival throughout.

Attendance at pre-festival training session(s).

Dependant on the level and frequency of branch events.



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Support

- Every L&D Co-ordinator should attend a pre-festival training session prior to working at their first festival. This training should clarify CAMRA's approach to learning and supporting people to do so. A re-fresher attendance in the second year is recommended and every other year after that.
- The Information and Education Manager is the full time member of staff who can provide some support, information and signposting to resources and networks.
- Advice and information about the festival will be supplied by the Festival Committee - including the Organiser and Staffing Officer.
- There will be periodic, regional and remote training for people wishing to act as a branch L&D Coordinator.
- L&D space materials and resources are available on request from St Albans warehouse team only to those festivals who have appointed a Learning & Discovery Coordinator:
 - Brewing ingredients are available for interactive displays
 - Branded CAMRA Stands and table cloths are available
 - CAMRA branded pop-ups and back drop banners are available. These are reviewed and developed on an annual basis.

Useful documents and information can be found [here](#) within the Volunteers' Area of the CAMRA site – including those listed below:

CAMRA's Policy Documents

Volunteers' Charter

CAMRA Code of Conduct

To find out more and discuss this role please contact Alex Metcalfe, Information & Education Manager, alex.metcalfe@camra.org.uk

For information relating to all aspects of volunteering please contact: volunteer.services@camra.org.uk

