

Your Inspiring Volunteer Experience Awaits...

Welcome to the Ajyal Film Festival, one of Qatar's leading international events. As a volunteer, you will gain a unique perspective on the festival's operations, with access to behind-the-scenes activities and the opportunity to engage with a diverse community through film and culture.

This guide provides essential information about the festival, including details on departments and available volunteer roles. Your involvement is crucial to the success of Ajyal, and we sincerely appreciate the time, effort, and commitment you bring to this event.

About Doha Film Institute

Doha Film Institute is an independent, not-for-profit cultural organisation. It supports the growth of the local film community through cultivating film appreciation, enhancing industry knowledge and contributing to the development of sustainable creative industries in Qatar.

The Institute's platforms include funding and production of local, regional and international films; skills-sharing and mentorship programmes; film screenings; the Ajyal Film Festival; and Qumra. With culture, community, learning and entertainment at its foundation, the Institute is committed to supporting Qatar's 2030 vision for the development of a knowledge-based economy.

About Ajyal Film Festival

The Ajyal Film Festival is an annual event that nurtures young minds and fosters the growth of thoughtful global citizens and future leaders. Combining education with enjoyment, Ajyal—Arabic for 'generations'—brings together audiences of all ages through screenings and activities that encourage creative engagement and meaningful cultural exchange.

Through the festival's jury programme, participants aged 8 to 25 from around the globe gain the opportunity to explore and discuss international cinema, deepening their understanding of diverse cultures and values. This year's edition will take place from 16–23 November 2024.

For more information visit: www.dohafilminstitute.com/filmfestival

Before You Start

As part of our team, you are a festival representative, so it is very important to familiarise yourself with the festival locations, schedules, box office information, special events and anything else our festival guests might be interested in.

Please remember that it's okay not to know everything about the festival. If you are ever asked a question to which you do not know the answer, just smile, and say, 'Let me find out for you!' and ask your Volunteer Coordinator or another staff member for assistance.

Being an Ajyal volunteer is not just about fulfilling duties; it's an experience. Here's what you can expect in return for your valuable contribution:

Learning & Growth: Enhance your skills, learn about film and events management, and build on your teamwork and communication abilities.

Networking: An excellent chance to meet professionals in the film industry, cultural aficionados, and other like-minded individuals.

Certificate of Appreciation: You will receive a certificate recognising your commitment and hard work at the conclusion of the festival.

Ajyal Volunteer Kit: An exclusive kit, including festival merchandise, will be provided to each volunteer.

Friendship: Create lasting memories and friendships with fellow volunteers and the larger Ajyal community.

When Do I Start?

Ajyal has volunteer opportunities available both before and during the festival. Your volunteer schedule will be created depending on your availability, your interests, and each individual department's needs.

Once you are assigned to a festival department, you will be in contact with that department's Volunteer Coordinator regarding your schedule, shifts, and any other important information.

How Much Time Should I Allow for Volunteering?

Volunteers must commit to at least six shifts during the eight days of the festival. Shifts range in length from four to six hours, depending on the assignment.

Your Ajyal Compass – The Three Ps

As you navigate through your volunteer experience, let "The Three Ps" be your guiding light, ensuring a rewarding and memorable festival for all.

Punctuality: Please be on time for your shift as an entire department is counting on you. Make sure you are aware of the shifts you have been assigned. If for any reason, you are unable to arrive on time or cannot attend, please inform your Volunteer Coordinator immediately so they can find a replacement.

Positivity: You are part of the Ajyal team and represent the festival. Please be positive, friendly, approachable and enthusiastic.

Professionalism:

- Always be a team player and show true festival spirit.
- Get to know as much as you can about the event.
- Treat all guests, staff, volunteers and other festival participants with utmost care and act as a proud host of one of Qatar's greatest international events.

My Team

Every festival department requires a different number of volunteers with various skills. In order to find the best match for you, we will assign you to a department based on your previous experience, current skills, interests and availability, as outlined in your application.

We will take your requests for placement into consideration, and we will do our best to accommodate preferences that are in line with departmental priorities whenever possible. Please understand that we cannot always guarantee that you will be assigned to your preferred department.

Festival Departments

Ajyal Jury

The Ajyal Jury is at the heart of the Ajyal Film Festival. Split into three categories by age (Mohaq: 8 to 12, Hilal: 13 to 17 and Bader: 18 to 25), the jurors are a mix of Qataris, local residents and international participants.

Working with the Ajyal Jury team allows volunteers to oversee their experience and support the team in all aspects of the jury programme. Volunteers accompany jurors to all events during the festival, such as film screenings and special events. The department is looking for a dedicated team to help facilitate this very special experience.

Geekend is a unique and focused gathering that unites all geek communities across Qatar for a weekend of camaraderie. This event offers the opportunity to indulge in a diverse range of geeky activities while fostering connections with fellow enthusiasts who share similar passions.

Date: 20 - 23 November 2024

Location: Geekdom Building, Lusail Boulevard

Guest Services and Registration

The Guest Services and Registration Department organizes the materials for the festival bags that are provided to Ajyal's VIPs and guests upon arrival at the festival. When guests arrive, their first impression is formed by their interaction with this team, who will make sure all guests are registered and issued with the necessary accreditation. During the festival, this team will be required to assist at the Registration Desk with the registration process and the distribution of festival bags.

Hospitality and Special Events

Where there is food, there is us! Hospitality and Special Events is involved in most events presented during the festival and works closely with all the departments. Serving more than 15,000 meals throughout the festival to our international guests, jurors, staff, and of course volunteers, our mission is to make sure everyone is fed well and happy.

Our team deals with a large range of events, from the grand opening and closing receptions, to a series of lunches and dinners that sometimes include musical performances. By joining our department, one of your main responsibilities will be to assist in executing the events professionally and successfully. It's simple: great ingredients make great food, and a great team makes great events!

IT Department

This department spends their mornings, days, and nights chasing every tech need the festival might have. Do you like setting up televisions and printers? Do you enjoy helping fix general problems like "I can't print" and "my phone won't connect to wi-fi"? Then IT is your team.

To volunteer with the IT Department, you need the following skills and characteristics:

- **Patience.** It can get boring waiting for something to break.
- **Speed.** You don't have much time to fix something that is broken.
- **Experience.** We will be using Windows 10, Windows 8.1, and Apple OSX client environments. You'll need to know your way around these well. In addition, a solid understanding of technical peripherals, such as printers, hard drives, shared drives, Wi-Fi networks, etc.
- **A willingness to get dirty.** Crawling under a desk, can be dirty work, but we will have plenty of baby wipes to keep your hands clean. Get down and techy with the IT department.

Marketing

Marketing builds and maintains the image and brand identity of the institute and its initiatives, including Ajyal. While generating awareness of the institute's mission and achievements, marketing engages the local community and promotes films, initiatives and events. In marketing, volunteers work in a creative, fun, inspiring and fast-paced atmosphere in order to fully engage festival attendees. Tasks may include distributing marketing materials, working at information booths, or supporting the crew who film, record, and create content for our various social media platforms.

Venue Operations

The Venue Operations Team ensures the smooth operation of the front of house at each festival venue. The team manages the flow of guests attending specific venues, including the queuing and ticketing processes, ushering, answering questions, and general troubleshooting, all whilst maintaining a friendly and welcoming demeanour. The venue operations team are responsible for ensuring the venues are ready to receive guests prior to the events. This includes communicating with other departments to ensure we are prepared for the event ahead.

The Venue Operations Team offers volunteers a chance to go behind the curtains, to see how events and venues are set up and operated. This can be a fast-paced environment and requires an “all hands on deck” approach to problem-solving as a team. Volunteers will also get the chance to greet and interact with guests, providing the opportunity to use/develop customer-facing skills and people/crowd management.

Transportation

Transportation ensures that festival guests can reach any festival event location with ease. Arranging first-class car service for high-profile guests, organising and scheduling shuttle buses for the visiting festival jurors, and outlining red-carpet transportation plans for high-profile events are a few of the department’s responsibilities. Volunteers for this department are in close contact with festival guests and contribute to a smooth and elegant service. This is a fast-paced department. Volunteers may be in close contact with our VIP and celebrity guests, and should have a warm and professional demeanour.

Volunteers

Volunteering with this department offers the opportunity to work with numerous departments during Ajyal, giving a broad overview of the entire event, and offering many different learning experiences throughout the festival.

Volunteer Registration/Confirmation

You must confirm your registration in person before the festival begins. At this time, you will pick up your Volunteer badge, Festival bag, and Ajyal volunteer t-shirt. Please note that you cannot volunteer unless you have your badge with you. Do not lose your badge, as it cannot be replaced. If you fail to show up for Registration/Confirmation, we will be unable to allow you to join the Festival Volunteer Team.

Your Schedule

Your Volunteer Coordinator will provide you with a personalised and detailed schedule before the festival begins.

Shifts and Schedule

Your Volunteer Coordinator will determine your schedule according to your availability and the needs of your assigned department. Each shift will range from four to six hours. Volunteers are required to commit to at least six shifts. You will receive a copy of your shift schedule from your Volunteer Coordinator before the festival. Please be sure to review and confirm your schedule.

Shift Duties

Your Volunteer Coordinator will explain your duties for each shift. If you have any questions, feel free to ask the coordinator to clarify or explain. Please note that during some shifts you may be very busy, but at other times your duties may be less intense. You can always let your coordinator know that you have completed your assignment and are ready for another role.

Checking in and out of Shifts

Before starting each shift, you must check in, and when your shift ends you have to check out. Your Volunteer Coordinator will explain how and where to do this.

Guidelines

Do:

- Be on time for all shifts
- Treat everyone in a friendly and professional manner
- Inform your Volunteer Coordinator about any problems that occur
- Dress neatly and wear comfortable shoes
- Always wear your badge while on duty
- Remove your festival badge when not on shift
- Enjoy the festival and have a great time

Don't:

- Arrive late or miss your shifts
- Leave your assigned location without notice
- Approach a VIP to ask for an autograph or a photo
- Attend screenings while on duty
- Act in a disrespectful or unprofessional manner

Unbreakable Rules

The following are strictly forbidden and will result in immediate dismissal from the Volunteer Programme:

- Unprofessionalism, rudeness or discourtesy shown towards fellow volunteers, staff members or any other festival participants or guests
- Theft or unauthorised possession of institute property or personal property of others
- Insubordination, or refusal to perform reasonable assigned tasks
- Sexual, racial or other unlawful forms of harassment
- Smoking in non-smoking areas
- Arriving to the institute's premises and/or festival venues under the influence of alcohol or illegal drugs
- Use of alcohol or illegal drugs on the institute's premises and/or festival venues or when representing the institute in public
- Handing out personal business cards, résumés or show reels/recordings to festival guests
- Taking photos with VIPs or asking for autographs
- Engaging in any illegal or prohibited behaviour that may cause embarrassment to the reputation of the Institute and/or the State of Qatar

Dress Code

The festival dress code is smart casual, so please dress appropriately. Wear comfortable clothes and, more importantly, comfortable footwear. You will be on your feet and moving, so please be sure your clothing is suitable. You will receive an official Volunteer t-shirt when you register. Please wear this t-shirt while on shift so people know you are part of the Ajyal team. Of course, you should feel free to wear your abaya or dishdasha/thobe if you prefer, but please always wear your badge.

If you have any specific questions about the dress code, please discuss them with your department's Volunteer Coordinator. If you are volunteering on a special event, you will be informed of the proper attire and should dress appropriately. Contact your Volunteer Coordinator if you have any questions or concerns about attire.

Contacts

Communication is the key to running an organised and successful event.

All information regarding schedules and shifts, should be discussed with your Volunteer Coordinator.

They are your first point of contact when something comes up, when you need something, or when you have a question.

Please make sure that you always have your coordinator's contact information with you. You can reach us via email at **volunteer@dohafilminstitute.com**

FAQs

Q. Who can Volunteer?

A: People with all kinds of skills and all levels of experience are invited to apply, so whether you are a college student, a mid-career professional, or a retiree, we'd love to work with you. **The Volunteer Programme is open to all Qatar residents over the age of 18.**

Q: What should I do if I can't show up for my shift due to an emergency?

A: Please contact your Volunteer Coordinator as soon as possible.

Q: What if someone asks me a question to which I don't know the answer?

A: Please do not try to answer a question if you are not sure of the answer. "I am not sure, but I will find out for you" is a great reply. There will always be someone nearby you can ask; find your direct supervisor, Volunteer Coordinator or an Ajyal staff member.

Q: Where can I find updated volunteer or festival information?

A: Here are some options to get the latest information:

- Ajyal Film Festival website: www.dohafilminstitute.com/filmfestival
- Volunteer Contact: volunteer@dohafilminstitute.com
- Your Volunteer Coordinator

Q: What happens after the Festival?

A: You will receive a Certificate of Appreciation, signed by representatives of the Doha Film Institute. You will also be part of the Ajyal Film Festival network and remain in our database for future events.

Thank You

We look forward to working with you at the Festival!

