
Volunteer handbook

Studentarhuset

 **STUDENTERHUSET**





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Welcome to Studenterhuset

Hello and welcome to Studenterhuset!

We are happy to have you on board, and we are looking forward to including you in the country's best student organisation (at least we think so). Thank you for spending your time and energy with us.

Studenterhuset is an organization with many activities, and sometimes being a new volunteer can be a little overwhelming. We hope that this handbook will provide some answers to the questions you might have. Otherwise, you are always welcome to ask your fellow volunteers or the employees.

Studenterhuset is many things. A concert venue, a café, a study hall, and a general hub of culture and activities. Here you can attend concerts, board game nights, club nights, Poetry Slam, international nights, and so much more. You can read about these activities and opportunities in this handbook.

At Studenterhuset you can experience an incredible community amongst the volunteers – it is one of our greatest strengths. Innumerable friendships have their beginning here, and you have the possibility of meeting lots of people from all over the country and indeed the world. The house provides the foundation for the community that flourishes when volunteers are on shift, creating the setting for memorable experiences for our guests.

We hope that you will have a happy time here!



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Volunteer culture - a healthy community

As a volunteer at Studenterhuset, you become part of a community where open communication, respect, and appreciation are the key to our success. Together, we create an inclusive environment where everyone can contribute, and we support each other as a team.

Studenterhuset's success relies on the efforts of its volunteers. The house always encourages open and respectful communication, as it makes daily life easier and more efficient. So, if you notice someone going the extra mile or making a special contribution to the house, remember to appreciate your fellow volunteer's efforts!

Clear and open communication is vital for maintaining a healthy volunteer environment. It's important that all volunteers show understanding and patience towards one another. At Studenterhuset, everyone is welcome—regardless of political views, skin color,

sexuality, nationality, or other differences. Most importantly, Studenterhuset serves as a hub for both Danish and international students, making it essential that we include each other by speaking a language everyone can understand.

If you feel that another volunteer or a member of the staff is crossing your boundaries and you don't feel capable of handling the situation yourself, we are here to help. Please reach out to our chairperson or the office. You can find our contact information on Studenterhuset's website. Rest assured, all inquiries will be handled confidentially and personally.

What is Studenterhuset?

You will find Studenterhuset in the heart of Aalborg. It is a house for the students, but also visitors and citizens of Aalborg. It is a house of culture, a venue for events and music, a café, a meeting spot for students, and so much more.

Studenterhuset is partially financed by AAU, UCN, the Municipality of Aalborg, and the Danish Arts Foundation. AAU and UCN cover the rent and oversee internal maintenance of the building we reside in.

The daily operations, the concert productions, the pay and management of employees, are the association of Studenterhuset's own responsibility. The funding for this is covered by the proceeds of Studenterhuset's bars.

Since 2000, Studenterhuset has been designated as a regional venue, receiving support for its concert operations from Aalborg Municipality and the Danish Arts Foundation. As a regional venue, Studenterhuset presents a wide variety of music genres and types.

We are also responsible for arranging the winter festival Northern Winter Beat and the Way Up North Festival (a festival presenting local music from Northern Jutland). Besides arranging those two festivals, we have housed Aalborg Metal Festival, the country's oldest metal festival, since 2003.

Through our concerts, we focus on nurturing emerging talents while also showcasing well-known and popular artists. Studenterhuset hosts approximately 80 to 100 concert days each year with our own events, and we also provide stages for several local concert organisers.

Premises of Studenterhuset

Studenterhuset contains the café, our big concert hall, our small concert hall on first floor, colloquially known as Stargate, meeting rooms, and a study hall for students to study in peace.

The Café

The café is open six days a week (closed on Sundays). In the café you can find a selection of newspapers, board games, books, and much more. It is permitted to bring your own food into the café, but all drinks consumed on the premises must be purchased in the café. The café is also used for concerts, DJ events, club nights, and much more.

The café's opening hours

Monday: 13.00-22.00 (1 PM - 10 PM)
Tuesday: 13.00-22.00 (1 PM - 10 PM)
Wednesday: 13.00-24.00 (1 PM - 12 AM)
Thursday: 13.00-24.00 (1 PM - 12 AM)
Friday: 13.00-02.00 (1 PM - 2 AM)
Saturday: 15.00-02.00 (3 PM - 2 AM)
Sunday: Closed

The Big Concert Hall

Capacity: 460 standing guests
Used for concerts, parties, lectures, events, etc.

Stargate

Capacity: 75 standing guests
An intimate stage where the audience is close to the artist.
Used for concerts, meetings, parties, etc.

The Study Hall

Contains 130 study spots spread across table seats and plush lounge furniture. You can find the study hall and the adjacent rooftop terrace on the 2nd floor of the building. If you are studying at AAU or UCN, you can use your student card to get in.

Organisation

Studenterhuset is an independent organisation run by students of AAU and UCN, along with a small group of staff. Here you can read about Studenterhuset's board, office, and daily operations.

studenterhuset is built around the association AUC's Studenterhuset.

The board has the overall and final responsibility for Studenterhuset's wellbeing. The board consists of a representative appointed by the AAU rectorate, a representative appointed by the UCN management, two externally appointed members, and four elected volunteers from the annual general meeting, including the chairperson of Studenterhuset.

The daily operations are managed by the employees of Studenterhuset, which currently consists of Administrative and Artistic Leader, Operations Manager, Marketing Manager, Production Manager,

and a Volunteer Coordinator. Additionally, we employ a sound technician and part-time staff to cover some of the bar shifts in the café. We occasionally have interns assisting with our marketing and concert operations.

The employees of Studenterhuset handles the finances, programming, and daily administration. The booking of the artists and arrangement of events are carried out in close cooperation with the volunteers of Studenterhuset.

You can find an English copy of Studenterhuset's bylaws in the folder behind the bar.

Volunteer roles and groups

As a volunteer at Studenterhuset you have the opportunity to sign up for a wide variety of shifts and to be a part of different groups - all of which you can read about here.

We have no requirements regarding which shifts you should take, so you can choose freely to your own liking. You can try different kinds of shifts and gain useful experience for your CV—so don't be afraid to dive into something new!

Bartender

Studenterhuset operates three bars that need to be staffed. The café bar is open during all opening hours of Studenterhuset, while the bars in the concert halls are open only when an event or concert requires them to be. If you wish to work at the bar, you must first complete training shifts. These can be arranged with the volunteer coordinator.

Music shifts

During a music shift, various tasks need

to be carried out. You may work at the entrance, providing guests with a warm welcome to their evening. You might also manage the cloakroom, where you will receive guests' outerwear and bags. The role includes preparing the concert hall and cleaning up afterward.

Additionally, bands often bring a lot of equipment and instruments that require assistance moving from their vehicles to the stage and back. If you have any injuries that prevent you from carrying heavy gear, please inform the stage manager, who will accommodate your needs.

All volunteers are welcome to take on music shifts. The stage manager will provide a briefing on the day, so no prior training shifts are necessary.

Stage manager

The stage manager is the primary person responsible during a concert, being the first to arrive and the last to leave. They oversee the band, guests, and the volunteer team, managing everything from the schedule, catering, and volunteer briefings to cash counting and more. To become a stage manager, you must first complete a series of music shifts, followed by training shifts arranged with the volunteer coordinator.

If you have any questions regarding your music shift, need to swap a shift, or become ill, please contact the stage manager as early as possible to allow them to plan accordingly.

Light technician

The light technician is responsible for the lights during the concerts – and it is a crucial part of the audience's experience. It also involves assisting external light technicians arriving with the band or hired for an event. Being a light technician provides you with the possibility of planning the light on your own, or in cooperation with external technicians.

The role requires some knowledge of Studenterhuset's setup, and you will receive thorough training before taking on this

responsibility on your own. Please contact the volunteer coordinator to schedule your first training shift.

Marketing

As a volunteer, you can gain practical experience with social media by sharing content from events, conducting interviews with artists, or creating other relevant content. These activities are coordinated with the marketing manager and may be particularly interesting for those studying a related field.

If you're interested in helping to create content for our social media, please reach out to our volunteer coordinator or marketing manager. We are open to new ideas and suggestions, so don't hesitate to get in touch if you have something in mind!

Photography

The photographers capture the best moments from the concerts and events. As a photographer, you need to have experience in photography and your own equipment. Photographers arrive when the doors open. The photos should be sent to our marketing manager as soon as possible. Contact our volunteer coordinator or marketing manager if you would like to be a photographer.

The catering team

Do you want to help create a unique dining experience for bands while gaining kitchen experience yourself? You'll have the opportunity to cook for the many bands that visit Studenterhuset and be responsible for grocery shopping. If you wish to take on kitchen shifts, you must first have an orientation of the kitchen. Please contact the volunteer coordinator to arrange your training shifts.

The emergency corps

The emergency corps is a list of loosely connected volunteers, who like to drop in every so often. The group primarily consists of former volunteers who provide help on special occasions such as larger events or the Christmas party for instance. The members of the emergency corps have no obligations, besides showing up for the shifts they have accepted.

The booking group

As a volunteer, you also have the possibility to influence the kind of music we present. We receive numerous offers from bands and their agents, both locally and internationally. Once or twice a month, we hold a booking meeting to review musical proposals. To become a part of the booking committee, you must have been a volunteer for at least three months and have completed music

shifts. It's also important to have a genuine interest and curiosity for new music. Please contact the volunteer coordinator or the artistic leader if you would like to join the booking group.

The party planning committee

If your event manager is seeking a place to shine, the party planning committee is the place for you. Here volunteers come together to arrange events. The committee is responsible for planning and executing annual parties and events for the volunteers. You can also coordinate events for our guests, such as karaoke night, pub quiz etc. Contact the volunteer coordinator or the board if you wish to join the party planning committee.

The board

As a volunteer you have the possibility of joining the board of Studenterhuset. The board makes decisions on a high level concerning the direction of Studenterhuset as well as many administrative decisions, and they are generally responsible for Studenterhuset. The board is, partially, elected annually at the general assembly in April. Due to legal texts, and other official documents, it is a requirement that you are able to speak and write Danish in order to join the board.

Platforms and internal communication

We use a few different platforms for our internal communication as to keep you updated.

Smartplan

Studenterhuset uses Smartplan to organize shift schedules. You can sign up for shifts and see your coworkers on the platform. Schedules are available for the entire semester, allowing you to plan your shifts well in advance. You can personalise your profile by changing your profile picture. Smartplan is strictly for internal use, and all information must remain internal.

Facebook

Studenterhuset has a Facebook group called 'Volunteers of Studenterhuset Aalborg'. It is used for communication with other volunteers along with news from the office and the board. The group includes current volunteers, previous volunteers, and staff.

Newsletter

Studenterhuset has its own internal newsletter where news, upcoming events, and other exciting content are shared. You will be automatically subscribed to the newsletter when you register on Smartplan. Contact our marketing manager if you have content for the newsletter that you would like to share.

Common meetings

At least twice every semester a common meeting is held for the volunteers. You'll receive updates on news, upcoming events, and have the chance to influence Studenterhuset's operations. The board organizes these meetings and sends the agenda at least 14 days in advance. If you have a topic to add, please contact the board.

Rules and practices

Here you can read about the rules and practices that apply to volunteers of Studenterhuset.

Amount of shifts

We encourage you to take three shifts per month, but this is not mandatory. However, there are benefits for you as a volunteer if you complete the three shifts – more information can be found under 'Volunteer Benefits'. All types of shifts count, including booking meetings and board work. Longer shifts, such as those for stage manager and light technician, count as double.

The uniform

Volunteers must wear the volunteer t-shirt on shift. Merchandise t-shirts and hoodies are not accepted as an appropriate uniform to wear. Volunteer t-shirts must not be taken home after your shift.

Alcohol policy

Volunteers must not be affected by alcohol when they are on shift. This is due to the

fact that you are providing a service for our paying guests, but also because our insurance does not cover accidents involving inebriated victims/participants – this is the case for volunteers as well as employees.

Unable to attend shift

When you take a shift, you must arrive at the specified times. If you're unable to attend due to illness or other reasons, first try to find someone to cover your shift by posting in the Facebook group. If no one can take your shift, contact the volunteer coordinator, stage manager, or another staff member directly via phone or SMS; their numbers are in Smartplan under 'Employees.' Remember, marking your shift as available in Smartplan isn't enough – you remain responsible until the shift is covered or you report your absence.

Volunteer benefits

Our volunteer well-being is a top priority. It's essential for ensuring that Studenterhuset operates smoothly and that we deliver the best possible experience to our guests, artists, staff, and especially our volunteers. We are grateful for the contributions you make, and as a token of appreciation, we offer a range of benefits, which you can read about [here](#).

Gold Card

As a volunteer, you receive a gold card after completing three shifts within a month. The card becomes active from the following month and remains so as long as you maintain at least three shifts each month. If you don't meet this requirement, the card will become inactive, but you will still remain a volunteer and can continue to take shifts.

The card is for personal use only, meaning its benefits are solely for you. If the rules are not followed, the card will be deactivated. Once you receive the card, it's yours to keep—you do not need to return it if you miss the three shifts; it will simply

become inactive. The gold card is free, but if you lose it and need a replacement, a fee may apply.

Below is an overview of the benefits that come with the gold card.

Drinks with gold card

With an active gold card, you get free access to coffee and tea. Additionally, you receive a discount on a selection of drinks at our bar. The card is scanned at the bar to apply the discount, and there is no limit on the number of discounted drinks you can purchase.

Concerts with gold card

With an active gold card, you have the opportunity to attend Studenterhuset's own concerts for free. For each concert, we reserve a guest list of 10 spots exclusively for volunteers. It operates on a first-come, first-served basis, and you can secure a spot by emailing kontoret@studenterhuset.dk. However, the guest list only opens once all shifts related to the concert on that day are filled.

Volunteer events with gold card

With an active gold card, you gain access to all our volunteer events (except for the large parties, which require a certain number of hours per semester). You can read more about this under the section 'Social Events'.

Merchandise

At Studenterhuset, we offer various volunteer merchandise, which you receive after completing a certain number of shifts. This applies regardless of whether you have an active gold card or not.

You'll receive a Studenterhuset tote bag with your gold card.

12 shifts = Studenterhuset t-shirt.

18 shifts = Studenterhuset hoodie.

When you are on shift

During a shift, you get free coffee or tea, and you can make yourself a sandwich if you get hungry. All volunteers working long shifts (double shifts, light shifts, and stage manager) receive dinner during their shift. When your shift ends, you're welcome to enjoy an aftershift drink with the other volunteers. The selected drink is marked on the slip in the bar, and you can choose between a Royal Pilsner bottle, organic juice, soda, hot chocolate, or Cocio. This applies whether or not you have an active gold card.

Tokens

If you haven't received your gold card yet, you will earn one token per hour worked. Tokens offer the same discount on selected drinks at the bar as the gold card, but the discount is limited, as you need to hand in one token per drink. Additionally, coffee and tea are free when you exchange a token.

If you prefer not to receive a gold card, you can choose to collect tokens instead – just let the volunteer coordinator know. Should your gold card become deactivated due to too few shifts, you will also earn one token per hour worked.

Social events

The social events are a great opportunity to get to know the other volunteers and become part of the community. These events are planned, organised, and made possible by the volunteers themselves, so support the various activities or join in the planning to help make the community truly special! There are different requirements for participation in the events.

Annual parties

At Studenterhuset, we have a tradition of hosting three annual parties: the Easter Party, the Summer Party, and the Christmas Party. As a volunteer, you need to have completed a certain number of shifts or hours to participate. The following requirements apply:

Easter Party: Active gold card or 3 shifts in the month leading up to the event.

Summer Party: 45 hours of shifts during the spring semester (February-June).

Christmas Party: 40 hours of shifts during the fall semester (August-December).

If you have been a volunteer for less than a semester, you are considered a new volunteer. As a new volunteer, you can participate in both the Summer Party and the Christmas Party, provided you have an

active gold card or have completed at least three shifts in the month leading up to the event.

The parties are organized by Studenterhuset's event committee, so the timing and activities may vary from one event to another. The committee is made up of volunteers who are always looking for additional help. Contact the volunteer coordinator for information on who is in the committee if you would like to lend a hand.

Common dinner

As we all know - free food is the best food, especially when it's shared with fellow volunteers. Our common dinners, happening usually once a month, are a fantastic way to connect with the volunteers. The dinners are made possible by dedicated volunteers who cook a delightful meal. If you want to help out, or simply show off your awesome cooking skills, please feel free to sign up. The tidying and cleaning will be done collectively afterwards.

As a new volunteer, you always have the right to attend the first common dinner after you start. Afterwards, an active gold card or having completed 3 shifts in the month leading up to the event is required.

Further events

In addition, we organize various events for volunteers throughout the year. If you have a great idea for a volunteer event that you'd like to help arrange, please reach out to the office or the board to make it happen. Previous events have included movie nights, bowling, outings, and game nights.

To participate in volunteer events, an active gold card or having completed 3 shifts in the month leading up to the event is required. However, some events may have no participation requirements, which will always be communicated in advance.

History of Studenterhuset

Studenterhuset has been a part of Aalborg's cultural scene for many years, with a long history that has shaped it into the place we know today.

Studenterhuset belongs to the students, but it is also a home for all of Aalborg – everyone is welcome, even without a study card.

Studenterhuset opened at Gammeltorv in September 1996, in a building that previously housed a bank, remnants of which can still be seen in the basement. With a strong focus on concerts as its primary activity, it was a natural step for Studenterhuset to apply for recognition as one of the country's regional venues in 1999. This status was granted in 2000 and has been maintained to this day.

With the new status as a regional venue, it became possible to embark on a variety of projects.

Over the years, alongside an active concert schedule featuring 80-100 concert days each year, Studenterhuset has organized a range of events.

Intercosmos: The first festival in Denmark for electronic music with a wide roster of bands, and an international section of electronic music, displaying everything from ambient to trance-techno.

Way Up North Festival: A festival presenting new and unsigned Northern Jutlandic music and artists. It has been an annual event since 2004, except for the years 2020 and 2021.

One Man Band festival (2010).

Groovecouch: The first real club in the city of Aalborg presenting house music. The stage found a new home at Vesterå (2000 – 2004) after its time at Studenterhuset.

Jazzklub Limbo: A monthly club for free and avantgarde jazz artists.

“Vil Du Med på Apoteket”: A monthly club that took over from Jazzclub Limbo (2012 – 2014).

Surf Battle (2010-2016).

Metropol Festival: An outdoor festival for electronic and urban music (2016 – 2019).

Northern Winter Beat Festival: A winter festival presenting music that in one way or another breaks with tradition (from 2013 and up to present day).

Aalborg Metal Festival: Since 2004, the oldest metal festival in the country has been housed at Studenterhuset. It always takes place the first weekend of November.

In 2016, Studenterhuset constructed the top-floor study hall, and we can now proudly present a comfortable study hall with a rooftop terrace.

Studerterhuset as a Regional Venue

In 2000, Studenterhuset was appointed the status of a regional venue - a status that we have retained to this day. You can read more about what it means here.

Being a regional venue means that Studenterhuset receives financial support to fulfill the vision of the Danish Arts Foundation's Music Project Support Committee:

"The regional venues serve as dynamic and competent hubs that communicate, present, profile, and develop a diversity of high-quality rhythmic music throughout the country. The regional venues in Denmark achieve their goals and visions through targeted activities in two main areas: 'Concert Operations' and 'Development of the Music Scene'."

As a regional venue, it is Studenterhuset's responsibility to host concerts displaying a

wide variety of different genres. We are to provide a stage for upcoming artists and provide them with opportunities for growth and development. Of course, we also host larger concerts with established artists. Moreover, we extend our presence beyond Studenterhuset by organising concerts in various locations throughout the region.

The goal of Studenterhuset is to be the central hub for original and forward-thinking music in Northern Jutland: The Northern Jutlandic powerhouse for Danish as well as international upcoming artists. We aspire to be the place where the curious audience goes to experience new, ground-breaking, and challenging music.

Thus, Studenterhuset has become a crucial stage not only in Aalborg but also on a national scale, regarding local as well as national opportunities for growth. Our concerts feature a rich diversity of genres and styles, reflecting our commitment to showcasing what's innovative and groundbreaking. This way, Studenterhuset has been a platform for artists who would otherwise not have a chance to perform in this city.

Studenterhuset's main criteria for the music played at our stage has always been quality over genre, or the amount of tickets we are able to sell. The focus is therefore on originality, independence, and the ability to renew and break with otherwise established norms.

Studenterhuset's initiatives, in the context of strengthening rhythmic music, spans from local to national. These initiatives include the festivals: Northern Winter Beat and Way Up North. Furthermore, we also provide aid and resources for festivals such as Arctic Sound Festival, SPOT Festival and Reeperbahn Festival.

Amongst musicians and agents, in Denmark as well as internationally, we have a reputation as a risk-taking venue, arranging concerts for artists that are not yet very well known or does not have great commercial appeal; music that otherwise would have a hard time finding a platform in Northern Jutland.





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