

Front of House Volunteer Cloakroom Assistant Role

Thank you for your interest in volunteering for the Cambridge Arts Theatre. This role description has been designed to provide you with full details about the volunteer role we have within our Front of House team for a Cloakroom Assistant. To help you decide if it suits your abilities, interests and availability. If you have any questions regarding this role description or require any further information please contact:

Kirsty Keegan, Volunteer Co-ordinator, Cambridge Arts Theatre, 6 St Edward's Passage, Cambridge CB2 3PJ,

T: 01223 578950

E: kkeegan@cambridgeartstheatre.com

Description: Front of House Volunteer Cloakroom Assistant

Department: Front of House

Responsible to: Anna Perry and Lacey Webdale, Theatre Managers, Cambridge Arts Theatre, 6 St Edward's Passage, Cambridge CB2 3PJ T: 01223 578924

Supervised by: Kirsty Keegan, Volunteer Co-ordinator and Duty Manager on site during volunteer shift

Customer Experience

To reflect Cambridge Arts Theatre's core values of: being **proactive**; **caring** about the Theatre and its audience; always being **alert**; being **proud** to be involved here; **consistency**.

To perform a vital role as the public face of the theatre during our performances and events, ensuring that our patrons have a positive and enjoyable experience from the moment they enter the venue.

Duties and Responsibilities

To enhance and enrich the theatregoing experience for our patrons.

To encourage positive word of mouth for the shows staged and thus have a positive impact on ticket sales where possible.

To promote and comply with the Arts Theatre's equal opportunity policy (as described in the volunteer handbook) in both the services and treatment of others.

Role

We have a team of volunteers who assist within the Front of House team to usher and sell programmes and ice-creams. The volunteer cloakroom assistant mans the cloakroom which is open for customers before, during and after the shows enhancing the level of customer service we are able to offer people visiting our theatres.

With support and supervision from the Duty Manager, duties include:

- directing customers around theatre and to the appropriate facilities before, during and after each performance in a friendly and efficient manner
- manning the cloakroom and accepting items of clothing and bags (remaining aware of safety issues) and issuing tickets for them
- operating a simple till system to take money for the storage of coats and bags and for the sale of programmes
- if needed, working with another volunteer to aid with the delivery of public evacuation if necessary and assisting with any other emergencies whilst maintaining a calm attitude during such an incident
- being aware of the access requirements of all patrons visiting the theatre

Time Commitment

Opportunities exist during all scheduled matinee and evening performances, and occasionally at other events, talks and external hires at the venue. Volunteers are asked to usually do one shift per week which stays the same. There is no obligation from our volunteers, but we really require and respect reliability.

Volunteers normally help the ushering team who are primarily responsible for the wellbeing and health and safety of the patrons who come to our shows. Volunteers for this role will be able to shadow an experienced door-usher for the performance meaning that they will be able to watch a different show every week when they are volunteering with us.

Times vary depending on the theatre schedule but on average each shift is approximately 3.5 hours long.

Matinee performance shifts are usually from 1.30 – 5.00pm and evening performance shifts are usually from 6.45 – 10.15pm. Full details of the theatre programme are made available to all volunteer ushers via the rotas and via our seasonal programme.

Desirable qualities and useful previous experience

A person who reflects Cambridge Arts Theatre's core values of: being **proactive**; **caring** about the Theatre and its audience; always being **alert**; being **proud** to be involved here; **consistency**.

- The ability to deliver exceptional customer experience in a busy hospitality environment
- A proactive and caring approach to customer experience
- Good communication and interpersonal skills
- An interest in theatre and the arts
- Well presented, friendly and polite
- Experience handling money and merchandise are an advantage but not a necessity
- Punctual and reliable
- Flexible and adaptable
- Committed to equal opportunities

Training and support

Volunteer cloakroom assistants are required to attend an induction training session at the theatre prior to commencing their volunteer role at the theatre.

Training covers all necessary information relating to the role, as well as practical training on the use of specific equipment and how to evacuate the building.

Work shirt uniforms will be provided, along with guidelines. These should be returned upon cessation of volunteering. Black, plain trousers or skirts should be worn with these as well as smart, comfortable, unadorned black shoes which are constructed and cover the foot.

Volunteers receive a briefing at the start of each shift, where relevant information relating to the performance or event is communicated.

Ongoing support and supervision will be provided by the Front of House team throughout your volunteering experience.* The team will do their best to ensure that new volunteer ushers are paired with an experienced usher during their first shift.

*additional support for volunteers who have declared a medical condition, disability, special need or requirement on their registration form can potentially be sourced externally through a local advocacy scheme. Please contact the Volunteer Co-ordinator if you would like to explore this opportunity.

Opportunities

Our volunteers provide an invaluable and greatly appreciated service at the Arts Theatre Cambridge and in return we offer:

- A fun, stimulating and friendly environment within which to volunteer
- The opportunity to gain customer service experience in a busy theatre environment
- Special ticket offers for you and your friends (where possible)
- Invitations to regular volunteer coffee mornings and volunteer social events
- Invitations to meet the cast/cast talks (where possible)