

Front of House Volunteer Description

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 Front of House role. 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

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

The role of our Volunteers involves assisting our audiences inside and outside the auditorium and responsibilities will vary for each performance. With support and supervision from the Duty Manager, duties include:

- directing customers in and out of the theatre and to the appropriate facilities before, during and after each performance in a friendly and efficient manner
- checking tickets and showing people to their seats
- aiding with the delivery of public evacuation if necessary and assisting with any other emergencies whilst maintaining a calm attitude during such an incident
- operating the audience cloakroom if needed
- selling programmes, ice creams and theatre literature
- dealing effectively with latecomers and other audience related enquiries and problems if necessary
- issuing assisted hearing devices to patrons with hearing impairments
- 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 make up the ushering team who are primarily responsible for the wellbeing and health and safety of the patrons who come to our shows.

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.

Please be aware that whilst our volunteers can choose their shifts, specific usher positions during these shifts are assigned by the Duty Manager. These positions may vary each time a volunteer is on duty. Where possible, we will give our volunteers the opportunity to watch the performance when they are on duty.

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
- The ability to remain alert in pressured situations and willingness to take responsibility during an emergency evacuation and able to maintain a calm attitude during such an incident
- Experience handling money and merchandise
- Punctual and reliable
- Flexible and adaptable
- Committed to equal opportunities
- Experience of dealing with customers in a busy environment

Training and support

Volunteers 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.

Volunteer ushers receive a briefing at the start of each shift, where usher positions will be assigned and 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 volunteer ushers 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)