

VOLUNTEER USHER ROLE DESCRIPTION

An example of the activities that our Usher volunteers support are:

- Meeting and greeting patrons warmly
- Checking tickets, showing visitors to their seats and helping them leave after the show
- Assisting with customer enquiries
- Keeping the venue clean
- Support with the bar and other sales points before the show or during the interval
- Assisting our audience in case of emergency evacuation (full training will be given)
- Promoting and selling Friends' memberships to interesting audience members
- Other ad hoc duties as requested by the Front of House Manager

Please note that the minimum age of our volunteers is 18.

Skills and Experiences:

Greenwich Theatre Volunteers do not need to have specific skills or experience, as all training will be provided. However, if you have skills, experience or talents that we should be aware of, please let us know. This will help us to properly value what every person brings to the Volunteer Team:

- Smart Serve Certificate
- Current First Aid Certificate
- DBS check
- Other

Requirements:

We are delighted to offer this opportunity to anyone who is excited about sharing in our success and supporting the future of Greenwich Theatre. In particular, we are looking for volunteers who are:

- polite and friendly in their approach to the public and other members of staff
- interested in theatre, live events, the arts or community events
(or have a willingness to learn!)
- well presented, friendly and polite
- punctual and reliable
- willing to take responsibility in case of emergency evacuation, and able to maintain a calm attitude during an incident

Time Commitment:

We will ask you to commit to a minimum of 2 shifts per calendar month, approximately 3 hours per shift. The shifts are spread over evenings, weekends and weekday morning/matinees depending on the current production.

Training:

Greenwich Theatre will provide front of house training and ongoing support.

Benefits to you:

We hope that being a volunteer with Greenwich Theatre will be as valuable to you as it is to us. Spending time with us and supporting the theatre will provide you with:

- A good experience for anyone looking to work in the arts or broaden employment experience
- Access to an inside knowledge of theatre
- The opportunity to learn or develop a new skill
- The opportunity to be part of your community
- The opportunity to meet interesting and friendly people and make new friends
- Access to a new source of motivation and a sense of achievement
- The potential for professional references depending on your career ambitions
- The chance to see fun, innovative and exciting theatre for free

Volunteers will be entitled to:

A loyalty Card, for each shift you work on you will be given a stamp, if you collect 5 stamps you will be entitled to Two complimentary tickets to a production of your choice – (subject to availability)

We will also reimburse you up to £5 per day for your out of pocket expenses, such as travel or meals (if you work on a double shift)

Ushering is a great fun! We are looking forward to welcoming you to our team and making you a part of our family.

If you have a question that is not covered in the above information, please contact us at Greenwich Theatre, Crooms Hill, Greenwich SE10 8ES or email volunteers@greenwichtheatre.org.uk