



Volunteers Performance Staff – New Theatre

Responsible to: House Managers & Assistant House Manager

Hours: 3-5 shifts a month (1 per week during the pantomime season)

Role Purpose:

To provide excellent customer service to all New Theatre patrons ensuring they have a positive and enjoyable experience. To monitor the audience during performances and help ensure the health and safety of patrons, assisting in the emergency evacuation of the building when necessary.

Job Description:

- Meet and greet customers arriving at the New Theatre, projecting a friendly, welcoming and knowledgeable image.
- Be familiar with the facilities and layout of building – be able to direct patrons to the correct area eg. Auditorium seating, bars, toilets, cloakroom.
- Check patrons' tickets and direct customers to their seats.
- Accompany customers who wish to use the dedicated passenger lift to their seats in the auditorium.
- Assist the House Management team in dealing effectively with latecomers and audience related queries or problems.
- Monitor the audience during performances and report problems as necessary.
- Be familiar with evacuation procedures and layout of the auditorium and escape routes (after training), and be able to assist in an evacuation scenario.
- Have a good awareness of disabled facilities, and of the needs of disabled and less able patrons.
- To be aware of the conventions regarding different types of performances and the expectations of customers attending those performances.
- Use a radio for operational communication with colleagues.
- Give feedback to the House Management team to improve both the level of customer care at the New Theatre, and the running of the Volunteer scheme.
- To represent the Front of House team and the New Theatre in an informed and articulate manner, observing the dress code, when on duty, and to be an ambassador for the New Theatre at all times.
- Attend training sessions and refresher training as required.
- Be an integral part of Cardiff Council's Health and Safety policy implementation
- Give feedback to the House Management team to improve the administration and running of the scheme
- Promote and comply with New Theatre and Cardiff Council policies, procedures and guidelines to include Cardiff Council's Equalities and Health and Safety policies, both in the delivery of services and in the treatment of others.
- Should be able to commit to working at least 3 shifts per month.



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Person Specification

ESSENTIAL:

1. Commitment to providing high levels of customer care.
2. Good communication and interpersonal skills.
3. Reliable, punctual and well presented.
4. A good team worker with a positive attitude.
5. Interest and enthusiasm for the arts and entertainment.
6. A flexible and adaptable approach to fulfilling the duties of the post.
7. Committed and realistic about level of volunteer working.
8. Commitment to high standards of health and safety.
9. Prepared to attend a minimum number of training and familiarisation sessions.
10. Commitment to equal opportunities.

To be a member of the New Theatre Front of House Volunteer Scheme you must:

- Be able to stand for at least 1 hour, and be able to negotiate stairs and steps.
- Be confident in approaching members of the public.

DESIRABLE

1. Experience of working with the public.
2. Experience of providing high standards of customer service.
3. Enthusiasm for proactive customer relationship building.
4. Experience of working in a theatre or similar environment.
5. Experience of working with a volunteer scheme.



APPLICATION FORM – PRIVATE & CONFIDENTIAL

APPLICATION FOR: New Theatre Front of House Volunteer Scheme:

Please type or write clearly in black ink/ biro. (All sections must be completed)

APPLICANT'S DETAILS

Title

Surname (*block letters*)

Forename(s)
.....

Address
.....
..... **Post Code**

Telephone (Daytime)
(Evening)

Email Address

Date of Birth

CURRENT OR MOST RECENT JOB (PAID OR UNPAID)

Position Held

Employer's Name and Address
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Main duties and responsibilities:

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PREVIOUS WORK OR VOLUNTARY EXPERIENCE

**Please provide us with a brief outline of previous Voluntary or Work activities.
(Continue on a separate sheet(s) if necessary).**

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CV

If you wish to you may also attach your CV to this application form.

GENERAL INFORMATION

Where did you hear about the scheme? (Please tick box)

Word of Mouth New Theatre E-mail New Theatre Website Staff at New Theatre

Other (please specify)

Have you ever been a volunteer before (Please give details)?

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Why would you like to become a volunteer at the New Theatre?

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What do you consider to be the most important aspects of Customer Service?

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REFERENCES

Please give the names and addresses of two referees. The referees can be a past or present employer or someone who has known you for more than three years.

First Referee

Name

Position

Address.....

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Telephone

Second Referee

Name

Position

Address.....

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Telephone

NEXT OF KIN

Please give the name of an emergency contact, their name, address and telephone number.

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CRIMINAL CONVICTIONS

Please give details of any criminal convictions you have had, excluding any considered "spent" under The Rehabilitation of Offenders Act 1974 (minor motoring offences should be disregarded).

Please note that having a criminal record will not necessarily bar you from volunteering with us. This will depend upon the circumstances and background of your offences.

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DISABILITIES

Are you registered disabled? Yes No (if yes please give details)

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DATA PROTECTION ACT

The company holds personal information for ordinary business purposes about job applicants, volunteers and employees for the purpose of appointments etc. This information is held either in personnel files or on the company's computer. The Finance Department and Human Resources Department have access to the data for the purpose of management and administration.

You agree by signing this application form, that we may store and process personal information about you for staff administration purposes and any other ordinary business purposes.

Personal data relating to unsuccessful applicants will be kept for a period of four months so that we may, if appropriate, advise you of future vacancies following which such data will be destroyed/erased.

DECLARATION

I confirm that the information I have given on this form is correct and I understand that misleading statements may be sufficient grounds for not offering me the role of volunteer.

Signed Date

RETURN OF APPLICATION

This form to be returned to: House Manager, New Theatre FOH Volunteer Scheme, New Theatre, Park Place, CARDIFF CF10 3LN or email completed form to NTfrontofhouse@cardiff.gov.uk with volunteer recruitment in the subject line.

FOR OFFICIAL USE ONLY

NAME:..... DATE RECEIVED.....

ACKNOWLEDGEMENT LETTER & REF REQ SENT ON BY

INTERVIEW LETTER SENT ON BY.....

INTERVIEW DATE..... ACCEPTED?..... DECLINED?.....

OTHER NOTES