

Audience Experience Volunteers

Reports to: Operations Manager / Shift Duty Manager

Role Purpose

This is a new role within our Front of House team, providing a warm welcome and assistance to audience members (for example, checking tickets and guiding customers to their seats). Volunteers will also assist the wider FOH team with the smooth running of the shift.

Key Responsibilities and Duties

- Provide a welcoming and visible presence for the public, helping them with their journey through the building and actively seeking out those who may need assistance.
- Assist, as appropriate, as part of the team implementing the theatre's emergency procedures (e.g., fire evacuation, first aid, security).
- Remain vigilant to any safety or audience issues that occur during a shift, bringing them to the attention of the Duty Manager (this will involve sitting in the auditorium during the show or film and watching the audience).
- Take a proactive role in assisting audience members and referring anything that might affect the customer experience to the Duty Manager.
- Ensure that public areas (including washrooms) are presented to a high standard throughout the shift and assist with the post-show tidy-up.
- Assist with the delivery of pre-ordered refreshments to seats.
- Assist with the sale of ices and merchandise.
- Stay informed about the theatre and its activities, in order to respond positively to questions and comments, and communicate any customer feedback to the Duty Manager.
- Help with exit flyering and other distribution of promotional material, as may be required.

General

- Observe the company's Health and Safety policy and cooperate with the company to enable compliance with any duty imposed by law.

PERSON SPECIFICATION

Desirable

- Experience of working in a customer-facing environment.
- Ability to work under pressure.
- Good communication skills and the ability to work well with a broad cross-section of the public.
- Good problem-solving skills.
- Ability to use own initiative.
- Comfortable working as part of a team.
- An interest in the arts, cinema, or theatre.
- Reasonable level of physical fitness – our building has lots of stairs and periods of standing are required.
- Punctual and reliable.

TERMS AND CONDITIONS

- This is an unpaid voluntary role.
- A minimum of one shift per month is required.
- Shifts will be planned around one month in advance and can be regular or flexible to suit your availability.
- Shifts are typically 3.5–4 hours long. Evening shifts usually begin at 18:45; Thursday matinees at 12:45; and Saturday matinees at 13:45. Start times and shift lengths may vary depending on our programme.
- There is a dress code of black clothing and sensible shoes. An SJT volunteer lanyard will be provided.
- Volunteers aren't expected to undertake any sales or cash-handling roles.
- Volunteers will undergo a training/probationary period, after which they will be eligible for complimentary tickets to selected shows, in order to ensure they remain informed about the company's work.