

Thank you for your interest in joining our team as a Volunteer Usher. This role description has been designed to help you decide whether it is the right fit for you.

Nuffield Southampton Theatres: Volunteer Usher Role Description

ROLE TITLE:	Volunteer Usher
RESPONSIBLE TO:	FOH Manager/Duty Manager
WHY VOLUNTEER:	<ul style="list-style-type: none"> • Whether it is to make new friends, gain new skills or experience the buzz of our theatre venue, people volunteer with us for many reasons.
ROLE DESCRIPTION:	<ul style="list-style-type: none"> • To assist in the smooth running of any performance you have signed up for and to act as the public face of NST, ensuring that our visitors have a positive, enjoyable and safe experience.
MAIN TASKS:	<ul style="list-style-type: none"> • Supervise the admission and seating of patrons through an allocated door. • Checking that patrons have a valid ticket for the relevant performance. • Monitor the audience to ensure that recording and photography are not taking place. • Sell confectionary, ice-cream, programmes and other items of merchandise. Full training will be given where this is the case. • May be required to perform other duties at the request of the FOH Manager/Duty Manager. • Shifts last approximately four hours with start times: 1.30pm for Matinee performances, 6.30pm for Evening performances.
TIME COMMITMENT:	<ul style="list-style-type: none"> • The rota for performances will be arranged in advance. Shows may take place on any day of the week, at any time permitted by our premises licence. • Please let us know with as much notice as possible if you are unable to attend a show that you have signed up for. • Volunteers should arrive at the theatre one hour before the performance is due to start. The Front of House Manager/Duty Manager will tell volunteers when they can leave. • On some occasions, there may be post-show events. These are usually optional, but volunteers are free to attend them if they would like to do so.
REQUIRED SKILLS, QUALITIES AND EXPERIENCE:	<ul style="list-style-type: none"> • Good customer service. • Good use of initiative. • Some cash-handling. • Good communication skills. • Outgoing, friendly proactive character. • Able to volunteer by themselves and as part of a team.

<p>TRAINING AND SUPPORT AVAILABLE:</p>	<ul style="list-style-type: none"> • Induction process to organisation. • Three shadowing shifts. • Regular updates on organisational activities. • Support, advice and guidance.
<p>ANY OTHER REQUIREMENTS:</p>	<ul style="list-style-type: none"> • Welcoming and courteous. • Attentive. • Smart black uniform.
<p>BENEFITS TO VOLUNTEERS:</p>	<ul style="list-style-type: none"> • Free drink whilst on duty • Nuffield Southampton Theatres Logo T-Shirt (after three shadowing shifts). • Travel expenses. • Chance to meet new people. • Satisfaction that you are making a vital difference to the organisation. • Social events throughout the year. • Discounts at various City restaurants.
<p>RECRUITMENT PROCESS:</p>	<ul style="list-style-type: none"> • Application Form. • Taster Event. • Reference. • Induction session. • Three trial sessions with a buddy.
<p>CONTACT INFORMATION:</p>	<p>Caroline Baines Front of House Manager Nuffield Southampton Theatres Studio 144 Above Bar Southampton SO14 7DU foh.admin@nstheatres.co.uk 023 8098 4532</p>