

## INFORMATION ON THE VOLUNTEER SCHEME

Thank you for your interest in becoming a Volunteer Usher for Sherman Theatre.

People want to volunteer with us for all sorts of reasons, whether it's making new friends, gaining valuable experience to put on your CV, wanting to make a contribution to the arts community or even to learn more about the theatre. Sherman Theatre is an exciting place to volunteer, where every day is different.

In this pack, you'll find some background information about Sherman Theatre, along with more detailed information about the role.

If you'd like to become a Volunteer Usher, please complete the application form and the equal opportunities monitoring form and return to us either via the above address, or you can email us [volunteers@shermantheatre.co.uk](mailto:volunteers@shermantheatre.co.uk)

If you're successful with your application you'll be invited in for a chat with one of us, which if this is successful you'll be invited to an induction session to welcome you to Sherman Theatre. All our volunteers are required to attend a session before they can volunteer with us.

Thank you again for your interest and we look forward to hearing from you soon.

**Andrew, Jay & Kayleigh**  
Sherman Theatre Front of House Team

## ROLE DESCRIPTION: VOLUNTEER USHER

### Main purpose of role

To enhance and enrich the theatregoing experience for our patrons, provide frontline support to the Duty Manager, ensure the safety and welfare of our patrons, encourage positive word of mouth for the shows staged and thus have a positive impact on ticket sales, and to act as ambassadors for the theatre.

### Reports to

House Manager and Deputy House Manager

### Key relationships

Duty Manager, Bar & Kitchen Manager, Bar & Kitchen Supervisor, Bar & Kitchen Assistants, Box Office Assistants

### The Role:

- To check the seating area and evacuation routes are kept clear of any obstacles.
- To check customers have the correct ticket for that performance and to direct customers in/out of the theatre, to their assigned seats, and to the appropriate facilities before, during and after each performance in a friendly and efficient manner.
- To assist in delivering excellent customer service to all patrons.
- To be the first point of contact for our customers, answering questions, queries and problem solving.
- Sell Programmes, ice creams, and merchandise as directed by the Duty Manager.
- To supervise the audience during a performance taking appropriate action where necessary, e.g. asking patrons to quieten down or stop taking photos/ using electronic devices.
- To ensure the theatre operates within the boundaries of health & safety during each performance (as directed by the Duty Manager).
- To act as an evacuation marshal as and when required, assisting the Duty Manager to ensure that patrons vacate the building in a safe and timely fashion. (full training will be given)
- To undertake any other appropriate tasks as instructed by the Duty Manager.
- Post-show checking of the auditorium for lost property and rubbish pick, including the return of re-useable plastic drinking vessels to the bar. Appropriate gloves and pick-sticks will be provided where necessary.
- To act as an ambassador for the Sherman Theatre
- To promote and comply with Sherman Theatre's equal opportunity policy in both the services and treatment of others.
- To embrace and adhere to the Brand Values of Sherman Theatre.

*It is your duty to abide by the current Equal Opportunities Statement and other Policy statements as detailed in the Staff Handbook.*

**Requirements:**

Please note that the minimum age requirement to become a volunteer is 16.

**Desirable:**

- A talent for engaging with the public
- Punctual and reliable.
- Well presented, friendly and polite.
- Willing to take responsibility in an emergency evacuation in a calm manner.
- An interest in theatre, live events or the arts (or a willingness to learn).

**Volunteer Shifts**

We ask all our volunteers to commit to 2 shifts a month.

An average shift lasts around 3 hours, with the start of the shift being an hour before the performance starts.

As a volunteer usher you will be gain access to our benefits package which includes free refreshments on shift, free tickets to shows, invitations to special events and discounts at our café/bar.