

INFORMATION ON THE VOLUNTEER SCHEME

Shw'mae!

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

Volunteering at the Sherman is an exciting and sociable way to experience live performances, learn new skills and join a team of like-minded people who help support one of the UK's leading producing houses.

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.

If you're successful with your application, you'll be invited in for an informal interview. Following the interview, successful candidates will then be invited to an induction session to welcome them to Sherman Theatre.

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

Diolch,

Front of House Team
Sherman Theatre

DESCRIPTION: VOLUNTEER USHER

Main Purpose of role:

To provide a warm and friendly welcome, ensuring the safety and welfare of all audience members, helping us deliver a rich, positive and unforgettable customer experience.

Reports to:

House Manager and Deputy House Manager

The Role:

- ♦ To check the seating area and evacuation routes are kept clear of any obstacles.
- ♦ To check customers have the correct ticket for a performance and to direct them 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 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 provided)
- ♦ Post-show checking of the auditorium for lost property and rubbish pick, including the return of re-useable plastic glasses to the bar. Appropriate gloves and refuse bags will be provided where necessary.
- ♦ 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.

Requirements:

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

What we're looking for:

- ♦ Someone with passion for engaging with people.
- ♦ Punctual and reliable.
- ♦ Well presented, friendly and polite.
- ♦ Ability to remain calm under pressure.
- ♦ An interest in theatre, live events or the arts (or a willingness to learn).

Volunteer Shifts:

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

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

As a volunteer usher you will gain access to our benefits package which includes free refreshments, free tickets to shows, invitations to special events and discounts at our Café Bar. You will also be periodically invited to specialist training and awareness sessions, such as visual impairment, dementia and the opportunity to learn Welsh.

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

BACKGROUND INFORMATION

Sherman Theatre opened in 1973 with financial support from Cardiff University. In 2007, Sherman Theatre and Sgript Cymru merged to form a new company called Sherman Cymru. From 2010 for two years, the building was modernised and refurbished. We reopened in 2012 with a new façade, major reconfigurations of the front of house and backstage spaces, a new rehearsal room and reseating in both auditoria. In 2016, we rebranded and implemented the Volunteer scheme, with a focus on making theatre and being at the heart of the community.

The Sherman houses two auditoria; the Main House and the Studio. The Main House seats 452 and is where we hold our Christmas show for Over 7s, as well as the autumn classic show. The Studio space seats up to 200, depending on the configuration of the space, and is where many visiting companies perform.

In January 2018 Sherman Theatre became the first in Wales to win the Regional Theatre of the Year title at The Stage Awards, recognising the Sherman as the most exciting theatre in the UK, outside of London. In April 2018 our production of *Killology* by Gary Owen won the Olivier Award for Outstanding Achievement in Affiliate Theatre. This was a co-production with London's Royal Court Theatre.

In November 2019, Sherman Theatre became Wales' first Theatre of Sanctuary. The status awarded by City of Sanctuary recognises the Sherman as somewhere refugees and asylum seekers can feel safe, welcome and supported.

PERSONAL STATEMENT

Please use this space to tell us why you'd like to volunteer at Sherman Theatre.

How many sessions are you available on a monthly basis?

1

2

3

4

4+

How did you hear about the vacancy?

☐ Word of Mouth

☐ Sherman Theatre website

☐ Poster

☐ Social Media

Other (please specify) |

REFERENCES

Please give the name, address, telephone number and status of at least one individual who is willing to provide you with a reference (personal or professional).

Name	
Address	
Postcode	
Telephone	
Email	
Relationship	

Name	
Address	
Postcode	
Telephone	
Email	
Relationship	

ADDITIONAL INFORMATION

Please use this space if you would like to let us know about any support or adjustments that would assist you at interview and/or in the role.

A major part of a volunteer's role is to be able to respond rapidly in the event of an emergency, which may be medical or which may well result in having to evacuate patrons from the building. It is a condition of your appointment as a volunteer at Sherman Theatre that you are physically fit enough to carry out these duties. Sherman Theatre will assess volunteers' ability to undertake the job safely on an on-going basis. If you have any medical condition that may affect your ability to carry out particular duties please alert the House Managers at your introductory session.

Have you ever been convicted of a criminal offence?
If yes, please give details on a separate sheet.

Yes
No

Under the Rehabilitation of Offenders Act 1974, you may be entitled to answer 'NO' to this question even if you have, in the past, been convicted of an offence. However, certain types of employment are excluded under the Rehabilitation of Offenders Act 1974 (Exemptions) Orders 1975, from the protection of the Act. If the application materials state that this post is exempted from the Rehabilitation of Offenders Act (1974), you are required to provide details of any spent convictions, cautions, reprimands and final warnings you may have in addition to any unspent convictions or criminal proceedings pending against you.

Are there any restrictions to your residence in the UK which might affect your right to take up employment in the UK?

Yes
No

DECLARATION

I understand that personal information about me will be held and used for personnel / administrative purposes but not distributed to other parties without my permission. I am aware that if I am selected for a post having access to children or other protected groups, Sherman Theatre will carry out a criminal records check to establish whether or not I have a criminal background.

Please tick this box if you would like to be added to the Sherman Theatre mailing list

I have read and understood the information given and wish to undertake training as a volunteer usher.

Signed _____

Date _____

ADDITIONAL PAGE
