

## **Apply to become a Volunteer Usher**

### **Make a difference and try volunteering**

Thank you for your interest in joining our volunteer programme.

The following role description will help you to understand what we are looking for and decide if volunteering is right for you.

Our vision as a charity is to make the arts accessible for everyone by creating inspirational and life changing experiences that broaden people's horizons.

Every penny spent here, helps us to deliver outstanding community engagement and creative learning work which enhances the lives and futures of many people.

### **Why Volunteer at the Centre?**

Everyone is different. Some people volunteer to make new friends or experience the arts more. Others want to gain new skills or be part of a community. People volunteer with us for many different reasons.

### **Do you have...**

- An interest in theatre and the arts?
- Enthusiasm for customer service?
- A friendly and polite manner?
- A desire to support Wales' national arts centre?

If so, we'd love you to apply.

### **The Role**

To act as a volunteer venue usher at all the centre's venues.

Volunteer ushers will be responsible for providing a welcoming, efficient, knowledgeable and friendly service - working alongside our Customer Experience Assistants - to ensure that visitors have an unforgettable experience.

### **Key Duties**

- Check theatre tickets.
- To make sure seating areas and evacuation routes are kept clear of obstacles.

- Know and follow all Health and Safety policies and procedures.
- To supervise the audience during a performance taking appropriate action where necessary, e.g. asking patrons to stop taking photos or stop talking.
- To act as an evacuation marshal as and when required, assisting the Operations Manager to ensure that patrons evacuate the building in a safe and timely fashion.
- To assist patrons in finding their way around the building, answering queries and promoting a high level of customer service.
- To assist the team with other duties as and when required, such as seating latecomers.
- To embrace and adhere to the core values of the Centre.
- Provide feedback to the management team to improve the running of the scheme.

### **Volunteer Shifts**

We hope that you'll be able to do on average three shifts per month, but if you'd like to more, you are very welcome to.

Shifts tend to be no longer than five hours, and if they are likely to be any longer we will always let our volunteers know.

Shifts tend to start at 1.15pm for matinee performances and 6.15pm for evening performances.

Times can vary and shows in other venues can differ from the timings for the main house.

### **Benefits of Volunteering**

As a volunteer you can claim travel expenses (restrictions apply) as well as a meal allowance if you're working over four hours.

Other benefits include:

- Regular updates on what is happening at the Centre.
- Access to ad hoc ticket offers.
- The ability to log volunteering hours.
- Personalised references.
- Advances notices on job vacancies at the Centre.
- Unique volunteer engagement events, such as backstage tours, talks and staff get togethers.

### **How to apply**

You can either download an application form from our website or email the team:

**volunteer@wmc.org.uk**