

VOLUNTEER

VOLUNTEER USHER ROLE DESCRIPTION

Thank you for your interest in joining the Centres Volunteer programme. This role description has been designed to inform you of what we are looking for and if it is the right fit for you.

As Wales' national arts centre, our vision as a charity is to inspire our nation and impress the world by creating inspirational and life changing experiences that broaden horizons. Every penny spent at the Centre, helps us to deliver outstanding community engagement and creative learning work to enhance the lives and futures of many people.

In order to continue developing opportunities, as well as presenting and producing great shows, we need a great deal of support.

THE ROLE

To act as a Volunteer Venue Usher, within all venues at the Centre. Volunteer ushers will be responsible for providing a welcoming, efficient, knowledgeable and friendly service, working alongside our Customer Experience Assistants to ensure that all visitors have an unforgettable experience.

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 would love to welcome you to the team. Read on further to find out more about the role and how to apply.

WHY VOLUNTEER AT THE CENTRE?

Whether it is to make new friends, experience the arts, gain new skills, be part of a community, and make a difference or just to have fun, people volunteer with us for many reasons.



KEY DUTIES

- To check theatre tickets.
- To check seating areas and evacuation routes are 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 round 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.
- To give feedback to the management team to improve the running of the scheme.

VOLUNTEER SHIFTS

We hope that you will be able to do on average 3 shifts per month, but if you'd like to spend more time with us the Centre, you are more than welcome to. Shifts tend to be no longer than 5 hours, and should they be any longer we will always let our volunteers know.

Start times for shifts tend to be:

- 1.15pm for a matinee performance
- 6.15pm for an evening performance

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

BENEFITS OF VOLUNTEERING AT THE CENTRE

As a volunteer at the Centre you can claim travel expenses (restrictions apply) as well as a small meal allowance if working over 4 hours

Other benefits you would also receive:

- Regular updates on everything that is happening at the Centre
- Access to adhoc 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 get together's.

HOW TO APPLY

You can either download an application form from our website or email volunteer@wmc.org.uk

WHAT HAPPENS AFTER YOU SUBMIT YOUR APPLICATION?

Application Form Submitted



If successful

Informal conversation with a member of the team



If successful

Join the Team!



Induction & Training Sessions



To welcome you to the Centre and cover topics such as Health and Safety and How to Usher



First 3 shadowing shifts with a buddy



You will be paired with an experienced volunteer usher who will help you to learn the role and settle in to the team.



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