



VOLUNTEER

VOLUNTEER USHER ROLE DESCRIPTION

Thank you for your interest in joining Wales Millennium Centre's volunteer programme. This role description has been designed to inform you of what we are looking for and whether it is the right fit for you.

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 Wales Millennium Centre helps us to deliver outstanding community engagement and creative learning work to enhance people's lives and futures.

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

WHY VOLUNTEER AT WALES MILLENNIUM CENTRE?

Whether it's 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.

DO YOU HAVE...?

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

If so, we would love to welcome you to the team.

THE ROLE

To act as a Volunteer Venue Usher, within all venues at Wales Millennium Centre. Volunteer ushers are 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.





KEY DUTIES

- Checking theatre tickets
- Checking that seating areas and evacuation routes are clear of obstacles
- Knowing and following all Health and Safety policies and procedures
- Supervising the audience during a performance, taking appropriate action where necessary e.g. asking patrons to stop taking photos or talking
- Acting 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
- Assisting patrons in finding their way round the building, answering queries and promoting a high level of customer service
- Assisting the team with other duties as and when required, such as seating latecomers
- Embracing and adhering to the core values of Wales Millennium Centre
- Giving feedback to the management team to improve the running of the scheme

VOLUNTEER SHIFTS

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

Start times for shifts tend to be:

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

Times can vary and show timings in other venues can differ from the main auditorium.





BENEFITS OF VOLUNTEERING AT WALES MILLENNIUM CENTRE

As a volunteer you will be able to claim travel expenses (restrictions apply) as well as a small meal allowance if working over four hours.

You will also receive the following benefits:

- Regular updates on everything that is happening at Wales Millennium Centre
- Access to ad hoc ticket offers
- The ability to log volunteering hours
- Personalised references
- Advance notice on job vacancies
- Unique volunteer engagement events, such as backstage tours, talks and get togethers

HOW TO APPLY

Apply online on our website wmc.org.uk or email volunteer@wmc.org.uk

THE PROCESS

