



Front of House Volunteer Role Description

What difference will you make?

The role of a Front of House (FOH) Volunteer at Alnwick Playhouse is very important to us. We involve volunteers because:

- Volunteers help us to welcome, support and engage with our patrons and visitors at each performance; providing a friendly, local and personal welcome to our venue.
- Volunteers help staff in making each patron feel comfortable and safe in the event of an emergency.
- Our volunteers represent the local community who are interested in the arts and film. Volunteers help us achieve our purpose – which is to be a thriving and successful artistic cultural and community venue. To be a hub to support local artists both professional and amateur with performance space and resources.
- Volunteers support us by bringing their enthusiasm, life experience and skills to this role.

Is this the volunteer role for you?

- Do you have some free time during the day or evening?
- Would you appreciate a flexible volunteer role that welcomes your support as and when you are free to commit? (*all we ask is that you are willing to engage with and keep up to date with a small amount of training that is essential to the role? E.g. Fire and evacuation).
- Are you someone who enjoys talking to people and will be able to make patrons feel welcomed and looked after?
- Do you enjoy being active as part of a team?
- Do you enjoy film, theatre, live music and the arts?
- Can you share our Aim to be perceived as a friendly and vibrant environment where all people are respected, valued and can take part in rewarding experiences?

If you can answer yes to the above, then we would love to hear from you.

Are you worried about being capable enough?

Please don't be. We endeavour to support all our volunteers through a role induction and training for the role. This isn't onerous and we try to make it fun. Our volunteers have said that they feel much more confident after attending this. We try to buddy you up with an experienced volunteer the first few times you attend a show/film, so you won't be left on your own.

All we have to ask is that you have good mobility and an ability to follow staff instructions calmly and to communicate well in the event of an emergency. Managing stairs are a major part of a FOH volunteer's role as the Theatre has a stepped auditorium; as is the ability 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 people from the building.

What do you wear?

We provide a Front Of House Volunteer fleece and request that you wear this on all occasions. We request that you also dress in black (or dark) clothing in a smart manner. A FOH Volunteer badge or lanyard should be worn on the outside of the outermost item of clothing and will be provided.



Benefits

- Meet new people, make new friends and spend time in a creative environment with a wide range of people from all backgrounds and locations across Northumberland.
- Get involved with one of the leading small venues in the North of England, with an audience of nearly 58,000 people in 2017/18 things will never be dull! A wonderful and vibrant arts centre – a strong and valuable part of the community.
- You will be able to enjoy an extensive programme of work, particularly useful for those studying Literature or Drama at any level or for those looking to forge a career in the arts.
- Let your skills and experience benefit the Alnwick Playhouse and the local community.
- Experience an active volunteer role within our team of full-time theatre staff.
- Enjoy our annual Volunteer Celebration Event.

Arrival

We ask that FOH Volunteers arrive 45 minutes prior to the performance start time. (Performances usually start at 7.30pm with some matinees starting between 1.00-2.30pm and early shows from 10am). It is important to arrive at this time to hear the FOH volunteer briefing (which is when information pertinent to the performance is given). If you are running late please let us know by calling the box office on 01665 660550.

What exactly will you be doing?

A Front of House Volunteer may be asked to do one or more of the following activities. Further detail is provided at Induction and in the FOH Volunteer Induction Pack:

- Man the auditorium doors and when the House (auditorium) is open, welcome patrons.
- Check tickets and advise patrons briefly on the whereabouts of their seats.
- If a patron has a concern or complaint alert the Duty Front of House Manager and allow them to handle the situation. Volunteers are not expected to make decisions or promises on behalf of the Playhouse.
- Answer general queries, e.g. interval and running times (this info is provided at the briefing).
- Support the Duty Front of House Manager should a patron take ill and support staff to evacuate the Playhouse in the event of a fire or emergency.
- Help keep aisles and stairways free from obstruction.
- Being attentive to those requiring assistance, including patrons in wheelchairs.
- The following roles are only asked of FOH volunteers happy to undertake them:
 - Sell programmes or company merchandise – if applicable.
 - Assist with pre-paid ticket collections on Box Office if necessary.
 - To help sell ice-creams and sweets etc. Cash handling is required.
- Volunteers are seated in the auditorium during the performance in a seat to the side.

Our programme is diverse and exciting and offers a mix of professional and non-professional companies. We present high quality theatre, dance and music from some of the country's leading professionals, whilst also supporting local, home grown talent. We also screen a film programme with live broadcast Streamings – so there should always be something of interest for you to volunteer for.

The culture of the Alnwick Playhouse is one of welcoming its community and visitors to join together to enjoy the Arts and to socialise in its café and bar. We would like all our volunteers to embrace, support and embody that welcoming culture.