



USHER ROLE AT THE SAINT MICHAEL'S PLAYHOUSE

Title: Volunteer Usher

Responsible to: Front of House Manager and Box Office Staff

Hours: 1 shift per show (up to 3 hours per performance)

Role Description:

Volunteer ushers are members of our Front of House Team, whose main role is to welcome the public into the theatre in a warm and friendly way, and ensure that all visitors are able to enjoy all of the areas occupied by Saint Michael's Playhouse in a safe and welcoming environment.

All of our volunteers will receive full training and induction.

Main duties and responsibilities:

- Welcome all visitors in a polite, friendly, manner.
- Check tickets and direct visitors in and out of the theatre and to appropriate facilities before, during, and after each performance.
- Assist with concessions during intermission.
- Ensure a safe working environment is maintained at all times with particular regard to the health, safety and welfare of yourself and other people.
- Assist with loaned Hearing Impaired Equipment.
- Assist in carrying out the company procedures in the event of an emergency or accident.
- Help to maintain clean and tidy Front of House areas at all times, including post show.

Dress Code & Checking in

- As a volunteer usher you will need to be on duty an hour before the start of each performance, so that you can be briefed about any special visitors, stuff programs, etc.
- You must wear a white top (shirt or blouse), black trousers/skirt, and quiet, black shoes.
- Usher badges will be provided to you upon check-in and you are required to return them at the end of the performance.
- If you are unable to cover a performance, please give as much notice as possible by contacting one of the Box Office Staff.

Person specification

- Aged eighteen or over.
- Friendly, welcoming and helpful attitude to all visitors
- Ability to maintain excellent customer service skills with a willingness to learn new skills and activities.
- Must be able to climb stairs.
- Must be able to lift 25 pounds.
- Ability to work and contribute as a member of a team with flexibility, dedication, commitment, and excellent time keeping.
- Excellent communication and interpersonal skills.
- High standards of personal appearance.
- Ability to take direction in times of potential distress.
- An interest in theatre and the performing arts