

## Volunteer Steward Role Description

<b>Role:</b>	Volunteer Steward
<b>Department:</b>	Front of House
<b>Responsible to:</b>	Ian Orrick, Front of House Manager
<b>Supervised by:</b>	Duty Manager on duty during volunteer shifts

### Duties and Responsibilities

You will perform a vital role as the public face of the theatre during out performances and events, ensuring that our customers have an enjoyable and positive experience.

The role of the Volunteer Steward is to provide a high quality experience for customers of The Harlequin. Responsibilities will vary for each performance and support and supervision will be given for the Duty Manager. Duties Include:

- Directing customers to The Harlequin's facilities
- To provide particular assistance, if required to customers with specific access requirements, including use of the assisted hearing system
- Checking tickets and assisting customers to their seats
- Selling programmes, confectionary and merchandise when necessary
- Dealing effectively with latecomers and other audience related enquiries
- Using a radio for operational communication with other team members
- To stand/sit inside/outside the auditorium doors during the performance as required
- Ensure the cleanliness and hygiene of the auditorium, foyers and toilets, prior to, during and after performances is of a high standard
- To be vigilant at all times, with regard to the safety and security of customers, colleagues and yourself and to alert the Duty Manager of any problems quickly and clearly
- Assisting with the safe evacuation of our customers
- To assist in maintaining the general appearance and tidiness of all the public areas before the auditorium/cinema opens and during performances
- To help with marketing or other campaigns beneficial to The Harlequin
- To have a good knowledge of the forthcoming programme

### Time Commitment

Opportunities for shifts exist during all scheduled matinee and evening performances and also at other events/external hire at the venue.

An average shift is about 3 hours long. With afternoon events/cinema shifts commencing around 2pm and evening shifts at 7pm. Full details on the theatre programme and cinema listings are made available to all stewards via the rotas. Stewards can choose which performances they sign up for\* and we ask for a minimum of 1 shift per week, for a minimum of 3 months. We feel this expectation will ensure that stewards are up-to-date with procedures of The Harlequin and we can operate efficiently.

\*Please be note that whilst stewards choose their shifts, the specific duties during the shift will be assigned by the Duty Manager. The duties can vary and stewards will not always be given the opportunity to watch the performance every time they are on duty.

## Desirable Qualities

You don't need experience of working as a steward, as full training will be given, however some experience of working with the public is essential. Qualities we are looking for include:

- A passion for theatre, film and the arts
- Reliable, punctual and diligent
- Well presented, friendly and polite
- A team player
- Flexible approach to working daytimes, evenings, weekends and Bank Holidays
- Confident in working in a customer facing environment
- Experience of handling money and merchandise
- Willing to take responsibility during an emergency evacuation and keep calm
- Enthusiastic in promoting and representing The Harlequin Theatre & Cinema

## Training

Stewards will be given training at The Harlequin, which will cover all necessary information relating to the role, as well as practical training on the use of specific equipment.

A briefing is given before each shift and at this time stewards will be assigned a duty and provided with the relevant information relating to the performance/screening.

On-going support and supervision will be available from other members of the Front of House team throughout your volunteering support. The Front of House team will do their best to ensure that new stewards are paired with an experienced steward during their initial shifts.

## Uniform

The Harlequin will provide blue shirts. Volunteer Stewards are asked to wear their own plain black smart trousers or skirt and to wear smart black shoes (no high heels/open toed) suitable for standing for periods of time. Coats and bags can be stored in the Front of House office, which is a secure location.

## Opportunities

Volunteer Stewards are a vital part of the Front of House team at The Harlequin, providing great customer service to all our visitors and in return, we offer:

- Experience of a busy customer facing environment
- A valuable, friendly and welcoming environment to work in
- To see the latest film releases as well as fantastic live shows
- Free parking at weekends, on Bank Holidays and from 6pm on weekdays
- Special ticket offers for you and your friends (where possible)
- Regular social events
- Being part of a dynamic and vital arts centre in the heart of the community

## Volunteer Steward Information Sheet

*Becoming a Volunteer Steward at The Harlequin will give you a great sense of reward and satisfaction*

### Who are we and what do we do?

The Harlequin Theatre & Cinema is a vibrant multi-purpose arts facility located in the heart of Redhill. Owned and funded by Reigate & Banstead Borough Council, The Harlequin offers a packed live entertainment programme featuring popular music, ballet, children's shows, amateur shows and community events. In addition to this, we have a 100 seat digital cinema, screening all the latest films and we are involved in a wide ranging arts education and outreach programme for people of all ages.



We house: an auditorium, which can accommodate between 494 to 764 people, depending on the type of event; a 100 seat, digital, cinema and three function rooms, Tanners, Woolsack and Milliners, which are used for meetings, parties, as dressing rooms and for dance sessions.

### What would you do?

The role of the steward involves assisting our audiences into and out of the auditorium and cinema. Responsibilities will vary for each performance and support and supervision will be given from the Duty Manager on shift. Volunteer Steward duties include:

- Directing customers to all of The Harlequin's facilities
- Assisting with the safe evacuation of our customers in fire and other emergency situations
- Help with the provision of particular assistance, if required, to customers with specific access requirements, including use of the assisted hearing system
- Checking tickets and assisting customers to their seats
- Selling programmes, confectionary and merchandise when necessary in the kiosks either via a till or manually
- Dealing effectively with latecomers and other audience related enquiries
- Using a radio for operational communication with other team members
- To man the auditorium doors during a performance as required
- Ensure the cleanliness and hygiene of the auditorium, foyers and toilets, prior to, during and after performances is of a high standard
- To be vigilant at all times, with regard to the safety and security of customers, colleagues and yourself and to alert the Duty Manager of any problems quickly and clearly
- To assist in maintaining the general appearance and tidiness of all the public areas before the auditorium/cinema opens and during performances
- To help with marketing or other campaigns beneficial to The Harlequin
- To help maintain the poster and leaflet sites around the building, ensuring they are always well presented and stocked

## Why should you join our team?

You don't need experience of working as a steward, as full training will be given. However some experience of working with the public is essential. Qualities we are looking for in a Volunteer Steward include:

- A passion for theatre, film and the arts
- Reliable, punctual and diligent
- Well presented, friendly and polite
- A team player
- Flexible approach to working daytimes, evenings, weekends and Bank Holidays
- Confident in working in a customer facing environment
- Experience of handling money and merchandise
- Willing to take responsibility during an emergency evacuation and keep calm
- Enthusiastic in promoting and representing The Harlequin Theatre & Cinema
- You want to learn a new skill

## What can we offer you?

Volunteer Stewards are a vital part of the Front of House team at The Harlequin as they provide great customer service to all our visitors and in return, we offer:

- Experience of a busy customer facing environment
- A valuable, friendly and welcoming environment to work in
- To see the latest film releases as well as fantastic live shows
- Free parking at weekends, on Bank Holidays and from 6pm on weekdays
- Regular social events
- Being part of a dynamic and vital arts centre in the heart of the community

## How does it work?

An availability tick sheet will be sent out each month, covering all the performances across the venue. You will be asked to tick the events that you are able to volunteer. The Front of House Manager will confirm your shifts by email or phone. A shift's length can vary depending on the type of event it is. We would ideally like volunteers to commit to a minimum of 2 shifts per month but there is flexibility regarding this.

## What to do now?



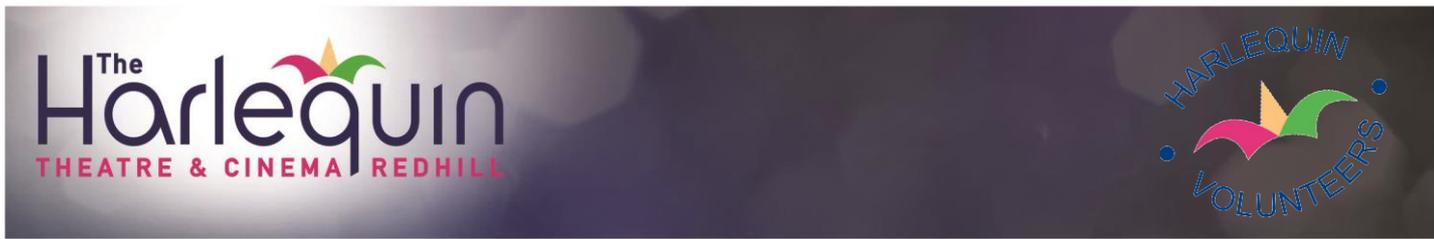
If you would like to become part of the team at The Harlequin Theatre & Cinema, simply complete a Volunteer Steward Application Form and return it to us.

For further information, please call Ian Orrick, Front of House Manager on 01737 276833 or email [FOHharlequin@reigate-banstead.gov.uk](mailto:FOHharlequin@reigate-banstead.gov.uk)

*We look forward to welcoming you to the team!*

## Keep up to date with what's going on at The Harlequin

Be the first to hear about The Harlequin's latest news, offers and events by finding us on Facebook; Harlequin Theatre & Cinema, following us on Twitter; @harlequintheat or subscribe to our weekly e-newsletter online at [www.harlequintheatre.co.uk](http://www.harlequintheatre.co.uk)



## Volunteer Steward Application Form

Please complete this form and return it to the Front of House Manager, either by dropping it in to The Harlequin Box Office or sending it to: Front of House Manager, The Harlequin Theatre & Cinema, Warwick Quadrant, Redhill, Surrey, RH1 1NN. This form can also be emailed to [Ian.Orrick@reigate-banstead.gov.uk](mailto:Ian.Orrick@reigate-banstead.gov.uk)

CVs sent in support of your application are accepted.

Title: ..... Name: .....

Address: ..... Postcode: .....

Telephone Number: ..... Mobile Number: .....

Email Address: .....

Why are you interested in becoming a FOH steward at The Harlequin?

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Do you have any experience of working in a theatre environment or working with the general public?

(Please give a brief outline of these roles)

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Please describe what qualities you can bring as a steward to The Harlequin:

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How did you hear about volunteering at The Harlequin? .....

### Availability

Please indicate which days and times you are able to volunteer: (please tick)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>AM</b>							
<b>PM</b> (12pm – 6pm)							
<b>EVE</b> (from 6pm)							

# Other Information

## Emergency Contact

Name: .....

Telephone Number: .....

Do you have a medical condition, allergy or disability which we need to be aware of? (please circle)

Yes / No

If yes, please give details:

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Do you have any unspent criminal convictions? (please circle)

Yes / No

If yes, please give details:

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## References

We will require two references, please provide their details below. Our preferred method of contact is via email as this will speed up the application process.

### Reference 1

Name: .....

Address: .....

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Postcode: .....

Telephone Number: .....

Email: .....

### Reference 2

Name: .....

Address: .....

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Postcode: .....

Telephone Number: .....

Email: .....

I confirm that the information provided on this registration form is true and complete.

Signed: .....

Date: .....