



## Volunteer Usher

### Main purpose of role

To enhance and enrich the theatre going experience for our patrons, provide frontline support to the Duty Manager, ensure the safety and welfare of our patrons, encourage positive word of mouth for the shows staged and thus have a positive impact on ticket sales, and to act as ambassadors for the theatre.

### Reports to

Duty Manager

### Key relationships

Duty Manager, Bar Staff, Ticketing and Reception Assistants

### RESPONSIBILITIES AND DUTIES:

- To check the seating area and evacuation routes are kept clear of any obstacles.
- To check customers have the correct ticket for that performance.
- To direct customers in/out of the theatre, to their assigned seats, and to the appropriate facilities before, during and after each performance in a friendly and efficient manner.
- To assist disabled patrons to their seats.
- To assist in delivering excellent customer service to all patrons.
- To sell Programmes before performances and during intervals as directed by the Duty Manager.
- To ensure the theatre operates within the boundaries of health & safety during each performance (as directed by the Duty Manager).

- To supervise the audience during a performance taking appropriate action where necessary, e.g. asking patrons to quieten down or stop taking photos.
- To act as an evacuation steward as and when required, assisting the Duty Manager to ensure that patrons vacate the building in a safe and timely fashion.
- To undertake any other appropriate tasks as instructed by the Duty Manager.
- Post-show checking of the auditorium for lost property and rubbish pick.
- To maintain good working relationships with all persons associated with the Guildhall Arts Centre and its operations, demonstrating high standards of professionalism at all times.

<b>TITLE :Volunteer Usher</b>		
<b>PERSONAL DETAILS</b>		
<b>Family name</b>		<b>Correspondence Address:</b>
<b>First Name(s)</b>		
<b>Telephone</b>		<b>Post code:</b>
<b>Mobile</b>		<b>Email:</b>

<b>EMERGENCY CONTACT</b>		
<b>Family name</b>		<b>Relationship to you:</b>
<b>First Name(s)</b>		
<b>Telephone</b>		
<b>Mobile</b>		

<b>ADDITIONAL INFORMATION</b>		
<p>Have you ever been convicted of a criminal offence? (* Please see below). If yes, please give details on a separate sheet.</p> <p><i>Under the Rehabilitation of Offenders Act 1974, you may be entitled to answer 'NO' to this question even if you have, in the past, been convicted of an offence. However, certain types of employment are excluded under the Rehabilitation of Offenders Act 1974 (Exemptions) Orders 1975, from the protection of the Act. If the application</i></p>	<b>Yes</b>	<b>No</b>

*materials state that this post is exempted from the Rehabilitation of Offenders Act (1974), you are required to provide details of any spent convictions, cautions, reprimands and final warnings you may have in addition to any unspent convictions or criminal proceedings pending against you.*

Are there any restrictions to your residence in the UK which might affect your right to take up employment in the UK?

Yes

No

**DECLARATION**

I understand that personal information about me will be held and used for personnel/administrative purposes but not distributed to other parties without my permission. I am aware that if I am selected for a post having access to children or other protected groups, Guildhall Arts Centre will carry out a criminal records check to establish whether or not I have a criminal background.

Please tick this box if you would like to be added to the Guildhall Arts Centre mailing list

A major part of a volunteer's role is 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 patrons from the building. It is a condition of your appointment as a volunteer at the Guildhall Arts Centre that you are physically fit enough to carry out these duties. The Guildhall Arts Centre will assess volunteers' ability to undertake the job safely on an on-going basis. If you have any medical condition that may affect your ability to carry out particular duties please alert the House Managers at your introductory session.

**DECLARATION**

I have read and understood the information given and wish to undertake training as a volunteer usher.

Signed : \_\_\_\_\_

Date: \_\_\_\_\_

Please return to:

House Manager

Guildhall Arts Centre

St Peter's Hill

Grantham

Lincs

NG31 6PZ

## Our History

The Guildhall and jail on St Peter's Hill in Grantham was commissioned in 1866 by Mayor Thomas Winter after criminal Jesse Dale, who was serving 15 years for stealing, twice walked out of the town's original jail in 1864.

This original Guildhall and jail building stood on the corner of Guildhall Street and High Street and dated from 1787. After Jesse's second escape, the governor at the time William Mayer was sacked and a government inspector condemned the building. The inmates had to be sent to Lincoln. The site of the demolished Guildhall was bought by the Stamford, Boston and Spalding Bank (later Barclays) and is now home to the Goose at the Bank pub.

On the current Guildhall site was an old school – The Firs – housed in a former town house. This and the adjoining land were bought for £2,100. Lincoln architect William Watkins drew up the design for the new building and the work was carried out Mr Wartnaby, of Little Gonerby, for £7,260.

The original Guildhall was made up of three separate buildings – the main building which housed a ballroom and courtroom (or session's hall), a governor's residence and a jail for up to 18 men and women on two floors.

However, although it seemed no expense had been spared on the building, officers from the South Lincolnshire Militia were less than happy to find it was missing a certain facility when they booked to use the hall – a toilet. At this point, councillors agreed one should be installed to avoid further embarrassment.

The new Guildhall was also home to the four-sided clock which was the first time many of the town's residents would have had the luxury of telling the time with any accuracy. It was this fact that coined the local phrase 'under the clock' meaning, 'to appear in court'.

As late as 1930, publican Frank Milner of the Victoria Hotel, Commercial Road, was let off with a caution for serving out of hours because he set his time by the clock which was, and still is, a little slow.

In 1882 an area of the building was leased to cigar makers Robinson and Barnsdale and 15 years later, to the Grantham Technical Institute.

In 1972, a dome replaced the original wrought ironwork over the clock tower and in 1974, the magistrates moved to the London Road, now home to Belvoir Property Management. In the same year, South Kesteven District Council was born and the Grantham Borough Council ceased to exist.

Apart from the Mayor's Parlour, much of the building was redundant until 1991 when it was redesigned by Sleaford architect Tim Benton and re-opened as the council owned Guildhall Arts Centre at a cost of £1.2 million.

This renovation work saw the session's hall transformed into the 210-seat theatre and the ballroom was redecorated to its former glory, with the main entrance being at the side of the building. The jail area was converted into the box office.

In 2010 an exciting refurbishment, saw the box office move to the front of the building and the grand Victorian entrance being used once more, a new coffee shop was housed in the jail where the kitchen area is still referred to as 'the back cell.'