

# Volunteer Steward

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## About the 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 Management Team

### Key relationships

Duty Manager, Bar Staff, Ticketing and Reception Assistants

### Summary of 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.

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## About you

<b>Surname</b>		<b>Address</b>
<b>First name</b>		
<b>Phone number</b>		
<b>Email</b>		

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## Emergency contact

<b>Surname</b>	
<b>First name</b>	
<b>Phone Number</b>	
<b>Relationship to you</b>	

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## Additional information

Have you ever been convicted of a criminal offence? (\* Please see below). If yes, please give details on a separate sheet.

*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 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.*

**YES / NO**

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

**YES / NO**

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## 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.

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.

I have read and understood the information given and wish to undertake the role of a volunteer steward.

**Signed :**

**Date:**

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