**BELGRADE THEATRE - JOB DESCRIPTION**



**Post:** Front of House Volunteer

**Employer:** Belgrade Theatre

**Department:** Commercial & Operations

**Line Manager:** Deputy Commercial & Operations Manager

**Reports To:** Commercial & Operations Manager

**Reports From:** N/A

**Responsible for:** N/A

The Belgrade Theatre’s working mission is to ***USE THE TRANSFORMATIVE POWER OF THEATRE TO ENRICH THE PEOPLE OF COVENTRY and BEYOND*.**

We will deliver our mission through the values of ***COLLABORATION, EVOLUTION,*** and ***AUTHENTICITY***

Coventry’s largest professional producing theatre, The Belgrade engage 250,000 people annually through high quality performances, training and education, and community outreach. Following our 2021 £5.5 million capital project, we have 2 auditoriums (858 and 250 seats), 4 studios, a production workshop, café, bar, conferencing facilities, and a digital innovation space.

CEO Laura Elliot and Creative Director Corey Campbell have ambitious plans to build on the theatre’s rich history of pioneering theatre, participation, and talent development to realise a lasting place of sanctuary for creatives and communities.

As part of our People First approach, we value the contribution that every team member can make to delivering on our mission and embodying our values.

***The Belgrade Theatre is an Equal Opportunities Employer***

For more information on the Belgrade’s work please visit:

2 minute video: <https://www.youtube.com/watch?v=TpfSBRgOwwI&feature=youtu.be> [www.belgrade.co.uk](http://www.belgrade.co.uk)

**Background:**

The Front of House Volunteer is part of a team of people who are responsible for delivering customer service to all our customers using the Main Stage and B2.

**Aims of the Front of House Volunteer Team:**

* To enhance and enrich the theatregoing experience for our patrons.
* To provide additional frontline support to the Ushers and the Duty Manager.
* To encourage ancillary sales. No cash handling involved.
* To encourage positive word of mouth for the shows staged and thus have a positive impact on ticket sales.
* To act as Ambassadors for the theatre.

**Main 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 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 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 marshal as and when required, assisting the Ushers to ensure that patrons vacate the building in a safe and timely fashion.
* Post show to check the auditorium for lost property.
* To maintain good working relationships with all persons associated with the Belgrade Theatre and its operations, demonstrating high standards of professionalism at all times.
* To promote and comply with the Belgrade Theatre’s equal opportunity policy in both the services and treatment of others.
* To embrace and adhere to the Brand Values of the Belgrade Theatre.

**Person Specification (A volunteer must demonstrate/have):**

**ESSENTIAL**

* Communication and interpersonal skills
* Polite and friendly nature
* Ability to use own initiative
* A flexible and adaptable approach to fulfilling the duties of the post
* Ability to remain calm under pressure
* To be punctual and reliable

**DESIRABLE**

* Experience of working with a volunteer scheme
* Interest in the theatre and arts
* Ability to think creatively
* Enthusiasm for proactive customer relationship building

**Terms and Conditions:**

* This is a voluntary post, no expenses are paid.
* No shifts are guaranteed, however in order to get the most out of the experience, it is expected that volunteers will be asked to work a minimum of one shift per week but preferably two and at least one Friday or Saturday per month.
* The Theatre is generally dark in late July/during August and the “shoulder” months generally include productions which do not play for complete weeks, which mean there are fewer shifts available. Other reasonable time off may be allowed however the Theatre has expectations of good attendance; it is the Volunteers responsibility to inform the Duty Manager of their non-availability at least 4 weeks in advance.
* A key part of the volunteer role is to ensure the comfort and safety of the patrons inside the auditorium this will require the volunteer to sit in on performances they are scheduled to work. Admission is not transferable to another person, show or performance and is only valid for one person (i.e. the Volunteer themselves).
* For training purposes volunteers may be offered tickets to a VIP night of a production as it is beneficial for the volunteer to be able to talk pro-actively about productions they will be volunteering on. Invitations to VIP night are at the Theatre’s discretion and subject to availability. On receiving an invitation the onus is on the volunteer to accept by the agreed deadline via the correct channel, preferable via e-mail.
* Volunteers will not be expected to be at the theatre later than 10.30pm. If there are exceptional circumstances that require a Volunteer to remain until 11pm the Theatre will provide a taxi home.
* Uniform is not provided; volunteers are expected to be smartly presented in black clothing and to wear a Belgrade Theatre sash (provided). No sportswear or logos permitted.
* Full training will be provided which will include taking the Volunteer through the Theatre’s Induction Process. There will be a taster period of 5 training shifts; after this time a meeting with the Operations Manager or Duty Manager will determine if the taster period was successful.
* The Volunteer is not an employee or worker however they may be perceived as such by anyone they meet while on Belgrade business. Therefore the Volunteer should conduct themselves appropriately at all times and in accordance with the Theatre’s policies including absence through sickness.
* Volunteers will be provided with a staff handbook for reference outlining the general terms and conditions that govern all those working at the Belgrade Theatre.
* Volunteers shall inform themselves of and abide by the Theatre’s Health and Safety Policy at all times, including fire safety arrangements, systems of work, structures, first aid and accidents arrangements and any other relevant practices.
* Volunteers may not undertake any Manual Handling without having first received Formal Manual Handling Training.
* Please note that the Belgrade Theatre’s insurance will not cover any of the Volunteer’s property when on Belgrade premises or working off site on Belgrade business and the Volunteer is responsible for its safekeeping at all times. The Belgrade Theatre accepts no responsibility for any losses. Lockers are available for personal belongings; these are located in the Duty Manager’s office which is also kept locked at all times.
* In the event of poor performance the Theatre will inform the Volunteer of its concern in writing and request improvement within a reasonable timeframe. If no improvement is made or if the problems continue the Theatre may terminate this agreement without further notice. Non attendance at three performance shifts without adequate notice or reason will result in termination of the agreement.

### BELGRADE THEATRE, COVENTRY - ADVICE ON APPLICATIONS

**Equal Opportunities**

Belgrade Theatre actively promotes equality of opportunity for all and welcomes applications from the widest range of candidates. We select all candidates for interview based solely on the information provided in this Application Form, looking for proven skills, experience and qualifications.

**Criminal Records Check**

Please note that the Belgrade Theatre undertakes CRB Disclosures (from the Criminal Record Bureau) on those staff directly involved with children and vulnerable adults and abides by the CRB Code of Practice. However we reserve the right to request such a check on any employee at any time.

Where a disclosure is to form part of the recruitment process, and where a candidate has a criminal record, we require such candidates called for interview to provide details of their criminal record at an early stage in the application process (and prior to attending interview). We request that this information is sent under separate, confidential cover, to the Executive Director of The Belgrade and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All jobs within the following departments will require an **Enhanced** CRB

* Community & Education Practitioners (excluding Administrator unless they work directly with participants in a workshop capacity)
* Wardrobe staff
* Chaperones
* Dressers

All jobs within the following departments will require a **Standard** CRB

* Performance technicians
* Performance stage staff
* Stage management
* Freelance workers working on shows involving Young People including actors
* Community & Education Administrator

The Belgrade Theatre covers all costs.

**Application Procedure**

Applications may be submitted on this form, on separate paper, or on tape. Applications can be sent by post or emailed to [recruitment@belgrade.co.uk](mailto:recruitment@belgrade.co.uk)

If you prefer not to use the form, you may do so, but please ensure that you include all the information requested on the form in your submission. This will ensure that your application is not disadvantaged against other applications.

Recruitment will take place in two stages. First, a short-list of applicants will be drawn up and they will be invited to an interview. If you are invited to an interview we will contact you with more information and to find out whether you need us to make any access arrangements. We will pay reasonable domestic travel expenses for all interview candidates.

We will aim to reach a prompt decision after the interviews and aim to contact all short-listed applicants as soon as practicable after a decision has been made. All applicants for jobs at the Belgrade Theatre will be contacted in writing whether or not they have been short-listed for interview.

The Belgrade Theatre is striving to be an Equal Opportunities Employer

Please ensure that you attach the correct postage to ensure that we receive your application on time; envelopes up to the size of A5(23cm x 16cm) qualify for standard postage but larger envelopes(including A4) attract the larger packet stamp rate, no matter the weight.

**BELGRADE THEATRE, COVENTRY**

**Ref No:**

**APPLICATION FORM FOR THE POST OF:**

**The form should be completed as fully as possible. Use additional sheets of paper if necessary.**

**Name:**

**Address:**

**Telephone (Day):**

**Telephone (Evening):**

**e-mail………………………………**

**Please give details of your education, with details of qualifications gained (e.g.**

**O-Level/GCSE, A-Level, BTEC, NVQ, other):**

**Please give details of any relevant training courses or seminars you have attended:**

**Please give details of your employment history (paid or voluntary), starting with your most recent post, giving job titles, responsibilities, period of service, and full name of the organisation:**

**Please list any other skills, qualifications, or interests, which may be appropriate for the post:**

**ADDITIONAL INFORMATION**

**Please explain why you would like this post, stating what qualities you think you can bring to the job and give any additional information you feel supports your application. This will enable us to see how your particular skills and experience matches up to the requirements of the job. It is, therefore, important that you tell us as much as possible about yourself in relation to the Job Description and the items listed in the Person Specification.**

**Additional Information**

# REFERENCES

**Please give the names and addresses and telephone numbers of two referees, one of whom should be your present employer, if applicable:**

**Name Name**

**Address Address**

**Telephone Telephone**

**Your relationship to referee Your relationship to referee**

*If you are in any way related to/have a personal relationship with either referee please declare this now:*

May we request a reference before making an offer to work?

Referee 1 YES/NO Referee 2 YES/NO

**DECLARATION**

I declare that, to the best of my knowledge, the information given in this application is correct and I understand that it will be treated as part of any subsequent contract of employment.

SIGNED: DATE:

**The Belgrade Theatre Diversity and Equal Opportunities Return**

The Belgrade Theatre is committed to ensuring equal opportunities, aiming to attract and work with staff from a wide diverse pool. The information that you give us on this form will be separated from the form on receipt, treated confidentially and stored on our HR Data Base as statistical information only. This will be used to help monitor the diversity of applicants and to enable us to continue to develop policies and procedures regarding diversity and to submit required data to our funders. The information you supply WILL NOT be made available to anyone in any form other than anonymous data.

**31 March 2021 Stats:  14.9% identified themselves as from a culturally diverse background; 8.5% as having a disability; 6.4% as gay, 6.3% as bi-sexual, 76.5% heterosexual, 10.6% no response**

Please circle your age range: Under 19; 20-34; 35-49; 50-64; 65 + Gender:

**The Equalities Act** approaches disability as a condition that could impact on your ability to carry out normal day-to-day activities. The DDA defines disability as a physical or mental impairment which has substantial and long term (more than 12 months) adverse effects on a person’s ability to carry out normal day –to-day activities. Such disability may be invisible to others. Under this definition, would you say you have a disability?

Yes No

If you consider yourself to be disabled, please tick the options below that best describe your disability

☐ Mental Health condition ☐ Visual Impairment

☐ Cognitive or learning disabilities ☐ Physical disabilities

☐ Deaf / Hearing impairment ☐ Invisible disabilities

☐ Other long-term/chronic conditions

**Ethnic Group**

Please tick one option below. Ethnic origin questions are not about nationality, place of birth or citizenship, they are about colour, culture and ethnic groups and anyone from any country may belong to any of the groups indicated.

**White Mixed / Multiple ethnic groups**

☐ English / Welsh / Scottish / Northern Irish / British ☐ White and Black Caribbean

☐ Irish ☐ White and Black African

☐ Gypsy or Irish Traveller ☐ White and Asian

☐ Any other White background, please ☐ Any other Mixed / Multiple ethnic

describe: ……………………………… background, please describe: **Asian / Asian British Black / African / Caribbean / Black British**

☐ Indian ☐ African

☐ Pakistani ☐ Caribbean

☐ Bangladeshi ☐ Any other Black / African / Caribbean

☐ Chinese background, please describe: ……………………..

☐ Any other Asian background, please

describe: ………………………………

**Other ethnic group**

☐ Arab

☐ Any other ethnic group, please describe

**Sexual Orientation**

While we acknowledge that a genuine percentage of people will prefer to tick ‘Prefer not to say’ we would appreciate your honest response to this question, because without robust data we cannot successfully monitor the diversity of our organisation. Please tick one option below.

☐ Bisexual ☐ Gay Woman/Lesbian

☐ Gay Man ☐Heterosexual/Straight

☐ Prefer not to say