# What is this about?

The Albany has secured the funding it needs to develop the empty spaces taken on when the 50 year lease was signed in 2017. Towards the end of 2022 all of the new facilities will come on stream, and we are planning to be ready to meet the challenge.

This is about the Box Office Team, which is responsible for selling tickets over the phone and face to face, and handing out tickets at events.

# How will the Teams work?

Each Team will have 3 Team Leaders, with 2 Deputy Team Leaders for each – making a total of 9 core members. This is so no one person is overburdened and everyone in the team has solid back up at all times. We would like this team to stay in place for two years in the first instance.

Each Team will be supported by one of the paid members of staff, but it will be down to the Box Office Team, led by the 3 Team Leaders, to:

1. implement the procedures that are in place to operate the Box Office
2. review and improve the procedures wherever that can be done
3. make sure that for every Box Office session, there are adequate volunteers on duty
4. recruit and retain Team members
5. train new Team members
6. make it work!

# Who are we looking for?

It is important that every Team Leader and Deputy (and every volunteer) supports our values. These have been developed by our staff and volunteers to reflect what is important to us and the culture we want to nurture. The 5 Values are: Excellence – Engagement - Creativity - Learning – Integrity. We are looking in particular for people who will help establish these values at the core of everything we do.

The full explanation of the Albany's Vision and Mission, our Aims and Objectives, can be found on our website at <https://www.albanytheatre.co.uk/our-vision-arts-for-life>

Volunteering at The Albany is great fun and a great opportunity to make new friends. A lot of our volunteers have developed new skills and moved into or back into employment as a result – whatever your motivation for volunteering The Albany is truly a land of opportunity!

# How do I express an interest?

These opportunities are being offered to existing volunteers, but we will be advertising all of our Team roles more widely from May 1st, 2021.

If you are interested in becoming a Team Leader, a Deputy Team Leader or just a volunteer member of the Box Office Team, please email [**flora.shanks@albanytheatre.co.uk**](mailto:flora.shanks@albanytheatre.co.uk)