# THANK YOU SO MUCH FOR YOUR INTEREST IN VOLUNTEERING AT THE ALBANY

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

Our volunteers are organised into Teams. A volunteer can be a member of more than one team – for example, working on the bar sometimes, as an usher, or selling tickets. Although these responsibilities all fall under different Team Leaders, they are all essential for the efficient running of The Albany. **This is about the Events Team**, which is responsible for the successful delivery of events of all types in all our growing number of venues.

# Who are we looking for?

It is important that 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. Our 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, and our Values 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!

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# What does the Box Office Team do?

Essentially, sell tickets either face to face or over the phone and hand them out on the night to people who collect them rather than printing them at home (we do encourage electronic tickets). We use the fantastic Spektrix box office system (full training will be given). At the moment, our box office hours are somewhat restricted so recruiting new team members will allow is to offer a better service by opening for longer. There will be daytime and evening shifts (when the shows are on). This can be one of the most rewarding roles because people are always happy when they are coming to see a show!