**Volunteer Application Form**

**POST APPLIED FOR: BAR & KIOSK ASSISTANT**

**PERSONAL DETAILS**

Name

Address

Telephone

Email

**Emergency Contact Details**

Name

Telephone

**REASONABLE ADJUSTMENTS**

Please let us know if you need any reasonable adjustments made to carry out your interview/volunteering role or if you have a disability or learning difficulty that you would like us to be aware of.

**ADDITIONAL INFORMATION**

Please begin your application with a statement to tell us why you have applied for this post, how your skills and experience make you a suitable candidate and any other information to support your application.

**We will shortlist for the position based on how you respond to the job description and the person specification.**

**WORK EXPERIENCE**

### Please tell us about any recent employment, voluntary work, internships, entrepreneurial projects you’ve undertaken.

**REFERENCES**

Please give details of two people who may be approached for references. One should be your current or most recent employer, if applicable.

**Reference 1**

Name Position

In what context do you know this person?

Email

Telephone

May we contact this person without your prior agreement? Yes  No

**Reference 2**

Name Position

In what context do you know this person?

Email

Telephone

May we contact this person without your prior agreement? Yes  No

**CAR PARK**

If you would like to use a parking space **only** when on shift, please provide your vehicle details:

VRN Make

Model Colour

**TERMS & CONDITIONS**

* No shifts are guaranteed, however, to get the most out of the experience, it is expected that volunteers work a minimum of 4 shifts per month.
* Full training will be provided which will include the volunteer taking part in the Induction Process. There will be an introductory period of 4 training shifts; after this time a meeting with the Duty Manager/Volunteer Coordinator will be arranged to review their progress.
* We cover travel expenses if under exceptional circumstances a volunteer is required to continue their shift until 11pm.
* Volunteers will be provided with a volunteer handbook for reference outlining useful information about the roles, including a Q&A and a summary of our policies and procedures.
* In the event of poor performance, the Volunteer Coordinator will inform the Volunteer of its concern and a performance review will be executed. If no improvement is made in the requested timeframe the Theatre reserves the right to end their volunteering work. The same applies to a volunteer failing to inform the Volunteer Coordinator of their absence within 48 hours of a show repeatedly for three times.
* Please note if the volunteer wishes to leave their position a written statement requires to be submitted to the Volunteer Coordinator.

**DECLARATION**

I declare that, to the best of my knowledge, the information provided on this form is true.

Signature Date

If you need any help with your application, have any queries about this form, please email us at [volunteer@albanytheatre.co.uk](mailto:volunteer@albanytheatre.co.uk)

Following your application, an informal interview will take place if **shortlisted**.

**Job Description**

**Post:** Bar & Kiosk Volunteer

**Employer:** The Albany Theatre

**Member of:** Front of House

**Reports to:** Duty Manager

**Purpose of Role**

To be part of the customer facing team, providing a friendly, warm, and inviting experience to all people who interact with the Bar & Kiosk. To generate income through drink and snack sales and promoting The Albany Theatre’s upcoming shows.

**Responsibilities**

* Serving drinks and snacks to our theatregoers.
* Preparing and serving high-quality alcoholic drinks.
* Checking customers identification and age verification, if required.
* Processing fast and accurate payments using a till.
* Monitoring and replenishing stock levels as required.
* Maintaining a clean and organised bar.

**Person Specification**

* Polite and friendly in their approach to the public and other members of staff & volunteers.
* Good customer service skills.
* Well presented, punctual and reliable individual.
* Calm under pressure & a good team player (theatre bars can get very busy!)
* Desire and motivation to learn something new.
* Ability to work weekends and evenings.
* Some bar/hospitality experience is strongly preferred.

**Training**

Full training will be provided.