**Volunteer Application Form**

**POST APPLIED FOR: FRONT OF HOUSE STEWARD**

**PERSONAL DETAILS**

D.O.B

Name

Address

Telephone

Email

**Emergency Contact Details**

Name

Relationship to you

Telephone

**REASONABLE ADJUSTMENTS**

Is there any information that we may need to consider when placing you as a volunteer to ensure you have a positive experience? (Medical conditions, impairments, specific needs, accessibility requirements etc.)

**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 2 people who may be approached for references. They should have known you for at least 2 years and possibly be someone you know in a professional capacity.

**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

**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 give my consent to photographs or videos of me being taken during activities at the Albany Theatre for training and/or publicity (including, but not limited to, websites, social media, newsletters and marketing materials.

Yes  No

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:** Front of House Steward Volunteer

**Employer:** The Albany Theatre

**Member of:** Front of House

**Reports to:** Duty Manager

**Purpose of Role**

Front of House stewards will be the first port of call for our theatregoers attending the shows and ensuring they have a safe and enjoyable experience.

**Duties**

* Directing theatregoers throughout front-of-house and the auditorium.
* Checking tickets and ensuring the audience is safely seated.
* Being present in the auditorium during the show, supervising the audience, enforcing all venue performance rules throughout the live show, e.g., no flash photography, no recording & temporarily directing late comers to specific seating area.
* Assisting patrons with limited mobility or other impairments to and from their seats.
* Ensuring walkways and designated seating areas are clean and safe.
* Acting as an evacuation marshal as and when required.
* Ensuring that any visitor related queries are dealt with in a professional manner or escalate concerns to Duty Manager if necessary.

**Person Specification**

* Good verbal communication skills and friendly demeanour.
* Excellent customer care skills.
* Commitment to effective team working.
* Ability to work weekends and evenings.

**Training**

Full training will be provided for all volunteers.