**Who are we and what do we do?**

As you may know, North Devon Theatres’ Trust is a registered charity (number 1027553) and we run two professional theatres – the Queen’s Theatre in Barnstaple and the Landmark Theatre in Ilfracombe.

***“We believe in the power of the arts to change people’s lives for the better”***

Our objective is to provide events, activities and facilities for the improvement, development and enjoyment of arts and culture across the North Devon region for all members of the community whatever their ability, interest or background, whether as a participant, audience member or artist and also to appeal to visitors to the area.

To do this, we provide a varied theatre programme, special projects, one-off artistic residencies and our own in-house performing arts classes and workshops.

We would not be able to present our high quality programme, education projects, festival events or museum projects without the generous support of our funders. Each year we need to raise over £500k from donors, sponsors, grant makers and charitable trusts and foundations to make our work possible.

**Volunteer Stewards**

**What would you do?**

As a Volunteer Steward you would be part of our busy and experienced Front of House team. The role of a steward is varied and duties range from selling ice cream and merchandise, checking tickets and sell programs, to assisting the audience to their seats or looking after the public areas. You would also be required to take part in the fire evacuation procedure. The majority of the work is in the evenings, although we sometimes have matinee performances. You would usually be able to see the show you are working.

Opportunities exist at both of our venues - the Queen's Theatre in Barnstaple and the Landmark Theatre in Ilfracombe. Our Stewards can specify a venue that they would like to volunteer in or can get involved in both locations.

**Why should you join our team?**

* You have an interest in the Arts and would like the opportunity to learn new skills.
* You would like to do something for your community and see some great shows and events.
* You like face to face contact with the general public, being amongst like-minded people and would like to make new friends.
* You would like to share your existing skills and experience to benefit the organisation and others. You would like a huge sense of satisfaction in knowing you are helping and making a real difference.

**Do you need experience?**No experience as a steward is necessary as full training will be given however some experience of working with the public is essential.

**How does it work?**

* An availability tick sheet will be printed every month, covering all the performances across our venues.
* You will be asked to tick the events that you are able to help with.
* The Front of House Manager will then confirm your shifts by email or phone. A shift can vary between 2 and 4 hours depending on the type of event.
* We ask our volunteers to do a minimum of 2 sessions a month.

**Role Description:**

**Role:** Volunteer Steward

**Reports to:**  Duty Manager

**Hours:** When possible

**Purpose of the post:**

Volunteering as part of our Front of House team means you are helping to provide a high quality experience for our customers.

As front line staff, stewards welcome and help our visitors; control entry into each space; supervise the audience during performances and events, ensuring the smooth and efficient running of all the public areas of the venue.

Stewards carry out duties at either or both the Queen's and Landmark Theatres. These could be in the foyer, auditorium, Gallery, Pavilion or any other space where events or performances are taking place.

Stewards must have full knowledge of the evacuation procedures and perform all duties to a high standard of customer care in attitude, approach and appearance.

**Key responsibilities**

1. **Safety**

The presence of stewards in the auditorium is a legal requirement and is a condition of our licence. Stewards’ responsibilities include:

* To be thoroughly conversant with the emergency procedures and all fire exit routes, and to be ready to implement procedures if necessary.
* To be physically able to assist in carrying out emergency evacuation procedures.
* To attend a minimum of one evacuation training session a year.
* To maintain awareness of the safety of the public throughout the shift.
* To be familiar with the procedure for requesting first aid or security.
* To be vigilant at all times, with regard to the safety and security of customers, colleagues and yourself and to alert the Duty Manager of any problems quickly and clearly.

1. **Customer service**

* The primary objective of the post is to greet and acknowledge customers in a polite and enthusiastic manner, paying attention at all times to the needs of all our customers.
* To give customers accurate information, correct directions and effective assistance and help as required in all parts of the venue.
* To comply with all relevant policies and house rules.
* To provide particular assistance, if needed, to customers with specific access requirements, including use of the assisted hearing systems in our venues.
* To have a good knowledge of the forthcoming programme and exhibitions.

1. **Performances and Events**

* Duties include checking tickets, showing people to their seats and selling sweets, ice creams, programs and merchandise.
* Directing problems / difficult customers to the Duty Manager, when necessary.
* To stand or sit outside or inside the auditorium doors during the performance as required.
* To prevent customers taking glasses into the auditorium.
* To assist in maintaining the general appearance and tidiness of all the public areas before the theatre opens and during performances.

1. **General**

* To carry out any reasonable request as required by the Duty Manager.

**Uniform:**

* Stewards volunteers are asked to provide their own shirts, plain black smart trousers or skirt and to wear smart black shoes suitable for standing for long periods of time.
* Coats must be stored in the designated cupboard (locakable) and bags must be stored in the safe cupboard.

**Conduct:**

* When on duty our stewards are representing North Devon Theatres and are expected to adhere to the House Rules. Eating, drinking alcohol and the use of mobile phones are not allowed whilst on duty.

**Essential Skills, Abilities & Experience:**

* Enthusiasm for promoting and representing North Devon Theatres.
* Previous experience of working with the public in the provision of a service.
* Good knowledge of customer service principles, with an understanding of customer expectations and how these can be met.
* An ability to work effectively in a pleasant manner with a wide range of customers and staff.
* An ability to accurately handle money and stock. There are no cash tills, so you must be confident and capable in using mental arithmetic or a calculator.
* Good communication skills, including the ability to understand and respond to written and spoken instructions and briefings.
* A good track record in attendance and the ability to maintain this.
* Good timekeeping with the ability to volunteer flexible shifts on a consistent, reliable basis.
* Confidence and physical ability to aid the Duty Manager with evacuation of the building. (Full training will be given)
* Ability to handle pressured situations.
* To ensure a high standard of personal presentation and appearance.
* To support the Duty Manager in maintaining the standard of presentation of the front of house areas.

**If you are interested and would like more details, please contact Jemma Wheeler (Senior Front of House Manager)**

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