**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 Café Bar Assistant**

**What would you do?**

As a Volunteer Café Bar Assistant you would be part of our busy and experienced catering team. The role is varied and duties range from preparing hot drinks to serving and clearing tables, washing up (involving rinsing and using the dishwasher) and assisting with keeping the store rooms clean and tidy (including stock rotation).

Our Café Bar team serve drinks, confectionary and other items to customers before a show, during the interval and on occasion after the show. Our volunteers also take interval drinks orders and prepare them during the show.

Opportunities exist at both of our venues - the Queen's Theatre in Barnstaple and the Landmark Theatre in Ilfracombe. Café Bar Assistants 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?**An enjoyment and knowledge of customer service would be invaluable, although training will be given.

**How does it work?**

* An availability tick sheet will be printed every month, covering all the shifts available across our venues.
* You will be asked to tick the shifts that you are able to help with. NB - There is a maximum of volunteers slot per event (numbers will be clearly defined according the venue) and we work on a first come, first served basis.
* 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 shifts a month.

**Role Description:
Role:** Volunteer Café Bar Assistant

**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, our Café Bar Assistants welcome and help our visitors; serve and clear tables; and prepare drinks.

Our Café Bar Assistants can carry out duties at either or both the Queen's Theatre in Barnstaple and/or the Landmark Theatre in Ilfracombe. At the Queen's this could be in the Gallery Cafe located on the first floor or in the Foyer Bar on performance evenings. At the Landmark this could be in the Rendezvous Café Bar or the Pavilion areas.

Café Bar Assistants 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. **Food and Drink**
* To carry out sales of food and drink in accordance with procedure to ensure the efficient running of North Devon Theatres' Café and Bars for the maximum enjoyment of patrons and the optimum profit contribution to the organisation.
* To ensure the accurate accounting of sales and takings, using the till facilities provided and in keeping with the theatre’s financial regulations.
* In accordance with Environmental Health Regulations to observe a high standard of cleanliness and hygiene in all areas and especially of the bar and café equipment, glasses etc., and of general tidiness in the bar and café and related public areas and to maintain the best possible personal practice, in matters of hygiene, security and tidiness.
* To be aware of the need for maximum profit contribution from the front of house operation and to be vigilant in matters such as wastage and spoilt drinks, keeping losses to the minimum.
1. **Safety**
* 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**
* You will be required 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.
* To have a good knowledge of the forthcoming programme and exhibitions.
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:**

* Experience of customer care
* Experience of sales
* Enthusiastic and courteous manner
* 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.
* 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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**e:** **jemma.wheeler@northdevontheatres.org.uk**