

Leeds Heritage Theatres

Volunteering role information

Title: Volunteer Front of House Attendant (City Varieties Music Hall)

Post(s) to which directly responsible: House Manager. There will be a supervisor or manager on shift during all volunteering opportunities.

Purpose of this volunteering opportunity

To provide a front-of-house attendant presence at all performances to meet and greet audience members, check tickets and direct them to seats, sell ices in the interval, monitor the audience during the performance, and assist in an evacuation.

This role is open to all but may particularly suit those who: enjoy helping people; have a passion for live performance and heritage venues; are fluent in community languages in addition to English; or are from groups that might face barriers to engaging with a theatre venue or with live performance.

Volunteers will be expected to:

- Welcome audience members, especially those with access needs, and to assist when needed with the audience members to provide a helpful and friendly service. This may involve some manual handling, e.g., storing walking aids or wheelchairs.
- Explain, as required, what to expect during a visit, for example how intervals work.
- Direct and guide audience members (including latecomers) to their seats and other facilities, including (when necessary) emergency exits or refuge points.
- Monitor the audience during performances and report any issues and concerns to (paid) customer experience team members.
- Report for volunteering duty at an agreed time before the performance starts and participate in the pre-show briefing.
- Attend training sessions for mandatory training.
- Comply with the guidelines of the theatre's health and safety and evacuation policies.
- Be Brand ambassadors for Leeds Heritage Theatres.

If you want to, and after receiving training you might be asked to:

- Issue PEEPS (Personal Emergency Evacuation Plans) to members of Leeds Grand Theatres Access Membership Scheme and any other patrons who you may identify as benefitting from them.
- Sell ices and take payments.

You will not be asked to:

- Use evacuation equipment that requires training.
- Scan tickets or refuse anyone admission.