



## Leeds Heritage Theatres

### Volunteering role information

**Title:** Volunteer Welcome Host (Leeds Grand Theatre)

**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 additional capacity meet and greet audience members, especially those who may need a little more assistance and attention to feel welcome and comfortable.

This role is open to all but may particularly suit those who: have experience of being a carer; have lived experience of disability; 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 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.
- 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 whom you may identify as benefitting from them.

#### **You will not be asked to:**

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