



# Volunteer Information

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YOUR COMMUNITY ARTS CENTRE SINCE 1925

VERSION 2023.1

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## What difference will you make?

The role of a Front of House (FOH) Volunteer at Alnwick Playhouse is very important to us. We involve volunteers because:

- Volunteers help us to welcome, support and engage with our patrons and visitors at each performance; providing a friendly, local and personal welcome to our venue.
- Volunteers help staff in making each patron feel comfortable and safe in the event of an emergency.
- Our volunteers represent the local community who are interested in the arts and film. Volunteers help us achieve our purpose – which is to be a thriving and successful artistic cultural and community venue. To be a hub to support local artists, both professional and amateur, with performance space and resources.
- Volunteers support us by bringing their enthusiasm, life experience and skills to this role.

## Is this the volunteer role for you?

- Are you over the age of 18?
- Do you have some free time during the day or evening?
- Would you appreciate a flexible volunteer role that welcomes your support as and when you are free to commit? (\*all we ask is that you are willing to engage with, and keep up to date with, a small amount of training that is essential to the role? E.g. fire and evacuation procedures).
- Are you someone who enjoys talking to people and who will be able to make patrons feel welcomed and looked after?
- Do you enjoy being active as part of a team?
- Do you enjoy film, theatre, live music and the arts?
- Can you share our aim to be perceived as a friendly and vibrant environment, where everyone is respected, valued and can take part in rewarding experiences?

**If you can answer yes to the above, then we would love to hear from you.**

## Are you worried about being capable enough?

Please don't be. We endeavour to support all our volunteers through a role induction and training for the role. This isn't onerous and we try to make it fun. Our volunteers have said that they feel much more confident after attending this. We try to buddy you up with an experienced volunteer the first few times you attend a show/film, so you won't be left on your own.

All we have to ask is that you have good mobility and an ability to follow staff instructions calmly and to communicate well in the event of an emergency. Managing stairs are a major part of a FOH Volunteer's role as the Theatre has a stepped auditorium; as is the ability to be able to support staff in the event of an emergency, which may be medical or which may well result in having to evacuate people from the building.

## What do you wear?

We request that you dress in black (or dark) clothing in a smart manner. We do have Front Of House Volunteer fleeces available, please ask about these. You will be provided with a lanyard to be worn outside of the outermost item of clothing.

## Benefits

- Meet new people, make new friends and spend time in a creative environment with a wide range of people from all backgrounds and locations across Northumberland.
- Get involved with one of the leading small venues in the North of England! A wonderful and vibrant arts centre – a strong and valuable part of the community - things will never be dull!
- You will be able to enjoy an extensive programme of work, particularly useful for those studying Literature or Drama at any level or for those looking to forge a career in the Arts.
- Let your skills and experience benefit the Alnwick Playhouse and the local community.
- Experience an active volunteer role within our team of full-time theatre staff.
- Enjoy our annual Volunteer Celebration Event.

## Arrival

We ask that FOH Volunteers arrive 45 minutes prior to the live performance start time, or 30 minutes prior to a film screening. (Live performances usually start at 7.30pm with matinees starting between 1 and 2.30pm, early evening films start at 4.15 or 5.15pm, and early shows from 10am). It is important to arrive at this time to hear the FOH Volunteer briefing.

## What exactly will you be doing?

A Front of House Volunteer may be asked to do one or more of the following activities. Further detail is provided at Induction and in the FOH Volunteer Induction Pack:

- Man the auditorium doors and when the House (auditorium) is open, welcome patrons.
- Check tickets and advise patrons briefly on the whereabouts of their seats.
- If a patron has a concern or complaint, alert the Duty Front of House Manager and allow them to handle the situation. Volunteers are not expected to make decisions or promises on behalf of the Playhouse.
- Answer general queries, e.g. interval and running times (this info is provided at the briefing).
- Support the Duty Front of House Manager should a patron take ill and support staff to evacuate the Playhouse in the event of a fire or emergency.
- Help keep aisles and stairways free from obstruction.
- Be attentive to those requiring assistance, including patrons in wheelchairs.
- The following roles are only asked of FOH Volunteers happy to undertake them:
  - Sell programmes or company merchandise – if applicable.
  - Assist with pre-paid ticket collections on Box Office if necessary.
  - To help sell ice-creams and sweets etc. Cash handling is required.
- Volunteers are seated in the auditorium during the performance in a seat to the side.

Our programme is diverse and exciting and offers a mix of professional and non-professional companies. We present high quality theatre, dance and music from some of the country's leading professionals, whilst also supporting local, home grown talent. We also screen a varied film programme, with live broadcast streamings so there should always be something of interest for you to volunteer for.

The culture of the Alnwick Playhouse is one of welcoming its community and visitors to join together to enjoy the Arts and to socialise in its café and bar. We would like all our volunteers to embrace, support and embody that welcoming culture.



## What difference will you make?

The role of a Technical Volunteer at Alnwick Playhouse is very important to us. We involve volunteers because:

- Technical Volunteers help us to welcome, support and engage with the artist(s); providing a friendly, local and personal welcome to our venue.
- Technical Volunteers assist incoming companies with knowledge of the building to ensure the artist(s) visit is a safe, accessible and enjoyable experience.
- Technical Volunteers will be able to observe, assist or take part in technical roles such as: prepping the venue, get-ins, get-outs and live shows (where possible).
- Our volunteers represent the local community who are interested in the arts and film. Volunteers help us achieve our purpose – which is to be a thriving and successful artistic cultural and community venue. To be a hub to support local artists both professional and amateur with performance space and resources.
- Volunteers support us by bringing their enthusiasm, life experience and skills to this role.

## Is this the volunteer role for you?

- Are you over the age of 18?
- Do you have some free time during the day or evening?
- Would you appreciate a flexible volunteer role that welcomes your support as and when you are free to commit? (\*all we ask is that you are willing to engage with and keep up to date with a small amount of training that is essential to the role? E.g. Awareness/ understanding of the Playhouse).
- Are you someone who enjoys working behind the scenes or would like to see first-hand just how much goes on for a show at the Playhouse?
- Are you interested in technical aspects such as lighting, sound or stage?
- Do you enjoy being active as part of a team?
- Do you enjoy film, theatre, live music and the arts?
- Can you share our Aim to be perceived as a friendly and vibrant venue where all people are respected, valued and can take part in rewarding experiences?

**If you can answer yes to the above, then we would love to hear from you.**

## Are you worried about being capable enough?

Please don't be. We endeavour to support all our volunteers through a role induction and training for the role. This isn't onerous and we try to make it fun. We try to buddy you up with an experienced volunteer the first few times, and you will never be left on your own until you feel confident enough.

All we have to ask is that you have good mobility and an ability to follow staff instructions calmly and to communicate in a sensible manner in and around the building. Due to the nature of the building managing stairs are a major part of the role. Lifting, pushing and stacking also form part of the role – the necessary manual handling training will be provided.

## What do you wear?

We provide a Technical Volunteer fleece and request that you wear this on all occasions (aside from physical activity). We request that you also dress in black (or dark) clothing in a practical manner. A Technical Volunteer badge will be provided and should be worn against the outermost item of clothing.

## Benefits

- Meet new people, make new friends and spend time in a creative environment with a wide range of people from all backgrounds and locations across Northumberland.
- Get involved with one of the leading small venues in the North of England, with an audience of nearly 58,000 people in 2017/18 things will never be dull! A wonderful and vibrant arts centre – a strong and valuable part of the community.
- Let your skills and experience benefit the Alnwick Playhouse and the local community.
- Experience an active volunteer role within our team of full-time theatre staff.
- Experience a rare chance at getting up close and personal in a professional working environment seeing behind the scenes of Alnwick Playhouse's Theatre space.
- Enjoy our annual Volunteer Celebration Event.

## Understanding the role requirements.

As our programme varies in the different types of productions we host so does the need for technical assistance. Timing for a Volunteer Technician is on a show-to-show basis, depending on the performer's arrival time, how long their production/performance lasts etc.

We will gather interest from volunteers for certain shows or performances. We will then endeavour to get final times out to any interested volunteer within a 2-4 week notice period, as we understand that volunteering is not a job and is something that has to be planned in and around your other commitments.

## What exactly will you be doing?

A Front of House Volunteer may be asked to do one or more the following activities. Further detail is provided at Induction and in the FOH Volunteer Induction Pack:

- Welcome the artist(s) or touring company into the space, showing them to the Greenroom and their dressing rooms.
- Being attentive to those requiring assistance during get-ins, get-outs and during fit up.
- The following roles are only asked of Technical Volunteers who are happy to undertake them and who have received the appropriate training:
  - Lifting and carrying equipment.
  - Operating a sound or lighting desk under supervision.
  - Be onstage or side stage during a live production.
- The role we can offer will vary on a show to show basis, dependent upon what the production requires.
- Report to the Duty Technical Manager at all times. They have overall responsibility.

Our programme is diverse and exciting and offers a mix of professional and non-professional companies. We present high quality theatre, dance and music from some of the country's leading professionals, whilst also supporting local, home grown talent. We also screen a film programme with live broadcast streaming's – so there should always be something of interest for you to volunteer for.

The culture of the Alnwick Playhouse is one of welcoming its community and visitors to join together to enjoy the Arts and to socialise in its café and bar. We would like all our volunteers to embrace, support and embody that welcoming culture.

## Alnwick & District Playhouse Trust

Thank you for your interest in becoming a volunteer. Please complete the form below and return to:  
[volunteers@alnwickplayhouse.co.uk](mailto:volunteers@alnwickplayhouse.co.uk)

First Name ..... Surname .....

Address .....

.....

Postcode ..... Email .....

Home Tel. .... Mob Tel. ....

I'm interested in:     FOH Volunteer             Technical Volunteer

Please give details, including location and duration, of any previous or current voluntary work undertaken: .....

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Approximately how many hours are you available on a monthly basis? .....

Please state if you would like to be added to the Alnwick Playhouse Email Newsletter: Yes / No

Your details will be stored securely on paper and on computer that can only be accessed by Playhouse Staff and will be used for administration purposes only. They will not be shared with any third parties without your permission.

Part of a volunteer's role is to be able to respond rapidly in the event of an emergency, which may be medical or which may result in having to evacuate people from the building. You will receive training and support in this regard, but we do ask that volunteers have good mobility as managing steps is necessary in this role. We will also ask to discuss any medical or support requirements you may have in order to fulfil the role. This forms a part of our ongoing risk assessment.

Those interested in the roles will not be interviewed, but an informal chat is necessary to ensure the role meets the prospective volunteer's expectations and to ensure that the prospective volunteer understands and can undertake the activities within the role.

I have read and understood the information given on this form and on the Role Description and wish to undertake training as a volunteer.

.....  
Signature ..... Date .....