Volunteer Application Form

Role - Welcome Team Member
Reports to - Duty Manager on shift.

Overall Purpose

To make Reading Rep Theatre a welcoming space, providing excellent customer service and safe operations for all audience members.

You will be the first point of contact, welcoming all visitors, assisting when required, controlling entry to the auditorium, supervising the audience during performances and helping to ensure the smooth and efficient running of the building.

Due to the nature of the role, applicants must be aged 16 or over

Duties and Responsibilities

- Provide the highest level of customer care and service at all times whilst representing Reading Rep Theatre.
- Be familiar with evacuation and emergency procedures, and assist with the safe evacuation of all customers when required.
- Be vigilant at all times, maintaining the safety and security of yourself and the public.
- Provide accurate information to all customers; having a good knowledge of the history of Reading Rep as well as the forthcoming season, to promote upcoming performances when appropriate.

Expectations

- Be presentable and courteous at all times. Please wear black, smart clothing. Avoiding items that may be revealing, logos, tracksuits etc.
- Ideally, you will volunteer for a minimum of 3 shifts per production (preferably including at least one weekend shift). Shifts will predominantly be in the evenings and at weekends and be for approximately 4 hours at a time.
- Arrive in plenty of time, reporting to the Duty Manager for a briefing prior to the show.
- Eating, drinking alcohol, smoking and the use of mobile phones are not allowed whilst on shift.
- Understanding and agreement to undertake any training necessary to the role.
- All absences must be reported at least 24 hours in advance to stewards@readingrep.com.
- Repeated absences, which have not been communicated prior to the day, will not be tolerated and may result in the termination of this contract.

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Personal Details

Name:

Phone Number:

Email Address:

1. Please outline why you would like to volunteer for Reading Rep Theatre?

2. Have you volunteered before? If yes, in what capacity?

3. Please explain your previous experience and or skills that will be valuable in your role as a volunteer.

4. How much time would you like to spend in a volunteer role?

5. Where did you hear about our volunteer programme?

Once completed please send to stewards@readingrep.com FTAO Christine Milne.