|  |  |  |
| --- | --- | --- |
| **Role Title** | **Theatre Ushers** | |
| **Department** | Theatre | |
| **Team** | Theatre Team | |
| **Responsible To** | Theatre Manager, Theatre duty managers | |
| **Overall job purpose** | To support the logistics of theatre performances and events, acting as Alexandra Palace’s public face and ensuring that visitors have a positive, enjoyable and safe experience. | |
| **Key internal relationships** | Volunteer Administrator / Theatre Manager/ Security Services Team/ Catering and Sales Department and Traffic | |
| **Key duties and responsibilities** | * Welcoming visitors and supporting them in wayfinding * showing visitors to the theatre * Assisting visitors with any queries * Represent Alexandra Palace and act as an ambassador for the charitable mission * Assist in emergency evacuation of the site * Check that seating areas and evacuation routes are kept free of any obstacles * Spot check of the auditorium for lost property. * Supervise performances and take appropriate action (e.g. asking patrons to quiet down or to kindly avoid using their mobile phones to take photos or film the event) |  |

|  |  |  |
| --- | --- | --- |
| **Person Specification** | *Essential*  **Education / Qualifications / Memberships**  N/A  **Experience**   * Previous experience is desirable but not essential. Full training will be provided.   **Skills and Knowledge**   * Friendly, approachable and confident * Good communication skills & a good level of spoken English * Reliable with excellent time-keeping skills * Happy to work independently or as part of a team * Attention to detail and good observational skills * Body language awareness | *Desirable*   * Previous experience of event stewarding would be a bonus but is not essential as full training will by provided. * Understanding of Alexandra Palace Charitable Status & Aims * Knowledge of the Theatre industry * Knowledge of Alexandra Palace Theatre history |

General Obligations

1. **Health and Safety**

All volunteers have a duty to uphold the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

1. **Equality**

Commitment to equality of opportunity in the service we provide to our customers and as an employer.

1. **Safeguarding**

Demonstrate commitment to safeguarding of children, young people and vulnerable adults.

1. **GDPR**

To handle personal data in accordance with the organisation’s data protection policy and to record all processing activities in the organisation’s data register where appropriate.

**Behavioural Competency Framework – Volunteers**

|  |  |  |
| --- | --- | --- |
|  | **We Will** | **We Won’t** |
| We are **Collaborative** | * Look out for and support each other * Help less experienced volunteers and employees * Try to help customers and visitors who have challenges or complaints and take them to the right person * Be flexible and support wherever needed * Build relationships with all | * Say “no” when asked to help * Cancel - except in extreme emergencies * Let others down * Be overly precious about what we do * Work in isolation |
| We are **Bold** | * Actively provide feedback to the organisation * Share our ideas and experience freely with all– what we do elsewhere that makes a difference * Be open to new ideas and new ways of doing things | * Keep ideas for improvement to ourselves * Act unenthusiastically * Make assumptions and blinker creativity * Have rigid opinions on how things should be done * Dismiss the ideas of others * Make the same mistakes |
| We are **Passionate & fun** | * Demonstrate enthusiasm and excitement all we do * Spread the word about Ally Pally at every opportunity * Praise colleagues for a job well done * Be friendly and cheerful * Bring energy and fun to the role * Inspire others through our own self-motivation | * Ever say “I’m only a volunteer” * Look bored and disinterested when volunteering * Act in an unfriendly manner * Give up when the going gets tough |
| We are **Resourceful** | * Demonstrate a can-do attitude and share ideas and solutions to problems * Think outside the box * Anticipate our customer’s and visitor’s needs * Be reliable and deliver what is asked of us * Deliver on our promises | * We won’t assume that someone else will do it * Say it is someone else’s responsibility – we will take ownership * Won’t be wasteful with time and resources * Grumble & moan |
| We are **Open & Genuine** | * Show tolerance and patience with all * Welcome new volunteers and share our knowledge and experience * Work as equals and respect each other * Arrange socials and lifts * Acknowledge the experience of others when we don’t know something * Put aside personal bias and judgments | * Judge other volunteers for their level of input * Point score * Act in a superior or bossy way * Criticise others or Ally Pally in front of members of the public or other volunteers |