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| **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)
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| **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
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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**

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|  | **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
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