

Ushering Volunteer

Name of Team to be placed with:

Venue hire/Arts Team

Tasks to be undertaken:

- **Support paid ushers with their work (volunteers cannot be left on their own)**
- **Assist audience members on entering and leaving the theatre**
- **Taking tickets**
- **Giving directions**
- **Liase with other department's i.e. Technical staff, Catering, Reception and admin.**
- **Help the Peepul Centre deliver a professional customer service.**
- **Assist in clearing up the theatre in between shows**

Days and hours needed:

- **Variable**
- **As and when required according to the arts programme**
- **As and when required by the venue hire team for events**

Qualifications / Experience:

- **Able to use own initiative**
- **Good level of communication skills**
- **Able to work in a team**
- **No formal qualification required**
- **Able to understand and meet customers needs/demands**

Training:

- **Manual handling training**
- **Induction on health and safety**
- **Customer service skills (going that extra mile)**