

Community Action Project

Usher

Community Action Partner

The Rose Theatre



Aim: To perform a vital role as the public face of the theatre during our performances and events, ensuring that our patrons have a positive and enjoyable experience from the moment they enter the venue.

Role: The role of the usher involves assisting our audiences inside and outside the auditorium and responsibilities will vary for each performance. With support and supervision from the Duty Manager and Head Usher, duties include:

- directing customers to the theatre facilities, i.e. bars, toilets
- checking tickets and showing people to their seats
- operating the audience cloakroom
- selling programmes, ice creams and play texts / theatre literature
- using a radio for operational communication with colleagues
- dealing effectively with latecomers and other audience related enquiries and problems
- issuing assisted hearing devices to patrons with hearing impairments
- supporting 'touch tours' for the visually impaired
- taking responsibility for the safe evacuation of the visiting public during an incident

Training: Volunteers are required to attend a 2 hour training session at the theatre prior to commencing their ushering. Training usually takes place twice a month and covers all necessary information relating to the role, as well as practical training on the use of specific equipment.

Volunteer ushers receive a briefing at the start of each shift, where usher positions will be assigned and relevant information relating to the performance or event is communicated. Ongoing support and supervision will be provided by the Front of House team throughout your volunteering experience.* The team will do their best to ensure that new volunteer ushers are paired with an experienced usher during their first shift.

Location: The Rose Theatre, Kingston

Times: Opportunities exist during all scheduled matinee and evening performances, and also at other events, talks and external hires at the venue. Times vary depending on the theatre schedule but on average each shift is approximately 4 hours long. Matinee performance shifts are usually from 1.15 – 5.15pm and evening performance shifts are usually from 6.15 – 10.15pm. Full details of the theatre programme are made available to all volunteer ushers via the rotas. Ushers can choose which performances they sign up for and we ask for a minimum commitment of one shift per month, for a minimum of 6 months. We feel this expectation is necessary to ensure that ushers are up-to-date with procedures so that we can maintain the efficient operational running of our performances.

CRB: A CRB disclosure is not required for this opportunity.

Other: Volunteer ushers provide an invaluable and greatly appreciated service at the Rose Theatre, Kingston and in return they offer:

- A fun, stimulating and friendly environment within which to volunteer
- Valuable experience in an exciting new theatre
- Special ticket offers for you and your friends (where possible)
- Invitations to regular usher coffee mornings and volunteer social events
- Invitations to meet the cast/cast talks (where possible)
- Volunteer Loyalty Scheme – one stamp per shift.

Application: All volunteers must be registered as Community Action volunteers. To do so, visit <http://www.rhul.ac.uk/services/volunteering/register.html>



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