

THE GRAND THEATRE | BLACKPOOL

Volunteer Role Description 2022

Our volunteers are key members of the front of house team who share a love of theatre and give freely of their time to support BGT.

Why Volunteer at BGT?

- Meet new people, make new friends, and spend time in an inclusive, exciting, creative environment with people aged 16 – 80+ from all backgrounds and locations across Blackpool and the Fylde coast.
- Get involved in the jewel of Blackpool's heritage crown. The Grand Theatre is known as Matcham's Masterpiece, with annual audiences of around 130,000, you will always be busy, and things will never be dull!
- Be amongst the first to find out what is coming up at the theatre.
- Recommend our productions with confidence. Volunteers are offered complimentary tickets to selected performances at The Grand Theatre (for personal use only and subject to availability).
- You will gain experience of a wide range of duties working alongside our team of theatre staff and attend regular training sessions which will include Health and Safety and Fire Evacuation.
- Receive customer service training to help develop new skills and build your CV.

What will I be doing?

- You will be led by an experienced Duty Manager and supported by an enthusiastic team of Theatre Assistants to work as part of the customer facing team at BGT to provide excellent customer service and ensure that our visitors always have an enjoyable experience at our venue.
- You will attend a pre-show briefing with the team at the start of each shift where you will be given all the information that you need to carry out your duties with the opportunity to ask any questions.
- You will be the friendly face of the business by providing a warm welcome to visitors, checking, and scanning tickets, and showing people to their seats.
- You may be asked to help with sales of items to customers.
- You will assist visitors with additional needs to ensure that they have a comfortable and enjoyable experience and that their needs are met during their visit.
- Monitor audience comfort and satisfaction. Remain vigilant to audience behavior and report problems promptly to a Duty Manager.
- You will ensure all visitors are supported to leave the theatre safely after each performance and say goodbye to them in a friendly way.
- You will assist in the evacuation of visitors in the case of an emergency.
- You will ensure the theatre always looks its best by supporting the Theatre Assistants in tidying up after each performance and reporting any areas needing attention to the Duty Manager.

Who are we looking for?

People who are:

- Interested in theatre, live events, and the arts.
- Polite, friendly, and confident in their approach to visitors and members of the team.
- Well-presented and smart in appearance.
- Punctual, flexible, energetic, and reliable.
- Able to understand instructions and take direction from Duty Managers.
- Able to maintain a calm attitude in the rare case of an incident or emergency.
- Able to commit to volunteering evenings and weekends.
- Willing to learn.