



Volunteer Performance Staff Role at St. David's Hall

<u>Title:</u>	St. David's Hall FOH Volunteer
<u>Responsible to:</u>	Duty House Manager and Front of House Supervisor.
<u>Hours:</u>	3-4 shifts a month (up to 5 hours per shift), working evenings and Weekends as required

Role Purpose:

To provide excellent customer service to all St. David's Hall patrons:

You will join the Front of House team at St. David's Hall, assisting as one of our performance staff, helping to greet and welcome our patrons, provide directions to our facilities, and check and tear patrons tickets as they enter the auditorium. You will monitor the audience during performances, and assist in fire evacuation and marshalling procedures and assist in other Front of House duties that may be required by the FOH Management team.

Job Description:

1. Meet and greet customers arriving at St. David's Hall, projecting a friendly, welcoming and knowledgeable image.
2. Be familiar with facilities and layout of building – be able to direct patrons to the correct area eg. Auditorium seating, bars, toilets, cloakroom.
3. Check patrons tickets, and direct them to their seats.
4. Assist the House Management team with other duties, including accommodating latecomers at an appropriate time.
5. Be familiar with evacuation procedures and layout of the auditorium and escape routes (after training), and be able to assist in an evacuation scenario.
6. Be familiar, after training, with marshalling procedures for patrons using the escalators and staircases to enter and exit the building before and after events.
7. Have a good awareness of disabled facilities, and of the needs of disabled and less able patrons.
8. To monitor the audience and events during the event, and report problems as necessary.
9. To be aware of the conventions regarding different types of events and the expectations of customers attending those events.
10. To give feedback to the House Management team to improve both the level of customer care at St. David's Hall, and also to improve the running of the Front of House Volunteer scheme.
11. To represent the Front of House team and St. David's Hall in an informed and articulate manner, observing the dress code, when on duty, and to be an ambassador for St. David's Hall at all times.
12. Attend training sessions and refresher training as required.

13. Promote and comply with St. David's Hall's and Cardiff Council's Equalities and Health and Safety policies, both in the delivery of services and in the treatment of others.
14. Work evenings and weekends, as well as dayshifts, and occasional bank holiday working.
15. Must be able to commit to working at least 3 shifts per month.

Person Specification:

ESSENTIAL:

1. Experience of customer care.
2. Warm, friendly personality.
3. Interest and enthusiasm for the arts and entertainment.
4. Committed and realistic about level of volunteer working.
5. Reliable, punctual and well presented.
6. Good communicator.
7. A good team worker with a positive attitude.
8. Experience and commitment to a high standard of health and safety.
9. Prepared to attend a minimum number of training and familiarisation sessions.
10. Commitment to equal opportunities.

To take be a member of the St. David's Hall Front of House Volunteer Scheme you must:

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- Be able to stand for at least 1 hour, and be able to negotiate stairs and steps.
- Be confident in approaching members of the public.

DESIRABLE

- Experience of working with the public.
- Interest in the theatre and arts
- Enthusiasm for proactive customer relationship building
- Experience of working in a customer service environment
- A positive attitude and the ability to work well as part of a team



APPLICATION FORM – PRIVATE & CONFIDENTIAL

APPLICATION FOR: St. David’s Hall Front of House Volunteer Scheme:

Please type or write clearly in black ink/biro. (All sections must be completed)

Applicant’s Details

Title

Surname (block letters).....

Forename(s)

Address

.....

..... **Post Code**

Telephone (Daytime)

(Evening)

Email Address

Date of Birth

Current or Most Recent Job (paid or unpaid)

Position Held

Employer’s Name and Address.....

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Main duties and responsibilities:

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Previous Work or voluntary Experience

**Please provide us with a brief outline of previous Voluntary or Work activities.
(Continue on a separate sheet(s) if necessary).**

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CV

If you wish to you may also attach your CV to this application form.

GENERAL INFORMATION

Where did you hear about the scheme? (Please tick box)

Word of Mouth "St. David's Hall E-mail St. David's Hall Website Staff at St. David's Hall

Other (please specify)

Have you ever been a volunteer before (Please give details)?

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Why would you like to become a volunteer at St. David's Hall?

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What do you consider to be the most important aspects of Customer Service?

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REFERENCES

Please give the names and addresses of two referees. The referees can be a past or present employer or someone who has known you for more than three years.

First Referee

Name

Position

Address.....

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Telephone

Second Referee

Name

Position

Address.....

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Telephone

NEXT OF KIN

Please give the name of an emergency contact, their name, address and telephone number.

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CRIMINAL CONVICTIONS

Please give details of any criminal convictions you have had, excluding any considered "spent" under The Rehabilitation of Offenders Act 1974 (minor motoring offences should be disregarded).

Please note that having a criminal record will not necessarily bar you from volunteering with us. This will depend upon the circumstances and background of your offences.

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DISABILITIES

Are you registered disabled? Yes No (if yes please give details)

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DATA PROTECTION ACT

The company holds personal information for ordinary business purposes about job applicants, volunteers and employees for the purpose of appointments etc. This information is held either in personnel files or on the company's computer. The Finance Department and Human Resources Department have access to the data for the purpose of management and administration.

You agree by signing this application form, that we may store and process personal information about you for staff administration purposes and any other ordinary business purposes.

Personal data relating to unsuccessful applicants will be kept for a period of four months so that we may, if appropriate, advise you of future vacancies following which such data will be destroyed/erased.

Declaration

I confirm that the information I have given on this form is correct and I understand that misleading statements may be sufficient grounds for not offering me the role of volunteer.

Signed Date

Return of Application

This form to be returned to: Debbie Williams, Front of House Supervisor, FOH Volunteer Scheme, St. David's Hall, The Hayes, CARDIFF CF10 1AH.

FOR OFFICIAL USE ONLY

NAME:..... DATE RECEIVED.....

ACKNOWLEDGEMENT LETTER & REF REQ SENT ON BY

INTERVIEW LETTER SENT ON BY.....

INTERVIEW DATE..... ACCEPTED?..... DECLINED?.....

OTHER NOTES