|  |  |  |
| --- | --- | --- |
| C:\Users\Andrew.Lovell\Desktop\Sherman_Logo_CMYK_Black-Pink.jpg | Senghennydd Road  Cardiff CF24 4YE  Ffordd Senghennydd  Caerdydd CF24 4YE | 029 2064 6900  shermantheatre.co.uk  @ShermanTheatre |

|  |  |
| --- | --- |
|  | INFORMATION ON THE VOLUNTEER SCHEME |
|  | Shw’mae!  Thank you for your interest in becoming a Volunteer Usher for Sherman Theatre.  Volunteering at the Sherman is an exciting and sociable way to experience live performances, learn new skills and join a team of like-minded people who help support one of the UK’s leading producing houses.  In this pack, you’ll find some background information about Sherman Theatre, along with more detailed information about the role.  If you’d like to become a Volunteer Usher, please complete the application form and the equal opportunities monitoring form and return to us either via the above address, or you can email us [volunteers@shermantheatre.co.uk](mailto:volunteers@shermantheatre.co.uk)  If you’re successful with your application, you’ll be invited in for an informal interview. Following the interview, successful candidates will then be invited to an induction session to welcome them to Sherman Theatre.  Thank you again for your interest and we look forward to hearing from you soon.  Diolch,  Front of House Team  Sherman Theatre |
|  | Company Number/Rhif y Cwmni 06002090. Registered Charity Number/Rhif Elusen Cofrestredig 1118364  Sherman Theatre acknowledges the public investment of the Arts Council of Wales  Mae Sherman Theatre yn cydnabod buddsoddiad cyhoeddus gan Gyngor Celfyddydau Cymru |



**ROLE DESCRIPTION: VOLUNTEER USHER**

**Main purpose of role**

To provide a warm and friendly welcome, ensuring the safety and welfare of all audience members, helping us deliver a rich, positive and unforgettable customer experience.

**Reports to**

Volunteers Manager and Duty Manager(s)

The Role:

* To check the seating area and evacuation routes are kept clear of any obstacles.
* To check customers have the correct ticket for a performance and to direct them in/out of the theatre, to their assigned seats, and to the appropriate facilities before, during and after each performance in a friendly and efficient manner.
* To be the first point of contact for our customers, answering questions, queries and problem solving.
* Sell Programmes, ice creams, and merchandise as directed by the Duty Manager.
* To supervise the audience during a performance taking appropriate action where necessary, e.g. asking patrons to quieten down or stop taking photos/ using electronic devices.
* To ensure the theatre operates within the boundaries of health & safety during each performance (as directed by the Duty Manager).
* To act as an evacuation marshal as and when required, assisting the Duty Manager to ensure that patrons vacate the building in a safe and timely fashion. (full training will be provided)
* Post-show checking of the auditorium for lost property and rubbish pick, including the return of re-useable plastic glasses to the bar. Appropriate gloves and refuse bags will be provided where necessary.
* To promote and comply with Sherman Theatre’s equal opportunity policy in both the services and treatment of others.
* To embrace and adhere to the Brand Values of Sherman Theatre.

*It is your duty to abide by the current Equal Opportunities Statement and other Policy statements as detailed in the Staff Handbook.*

Requirements:

Please note that the minimum age requirement to become a volunteer is 16.

What we’re looking for:

* Someone with passion for engaging with people
* Punctual and reliable
* Well presented, friendly and polite
* Ability to remain calm under pressure
* An interest in theatre, live events or the arts (or a willingness to learn)

Volunteer Shifts

We ask all our volunteers to commit to a minimum of 2 shifts per month.

An average shift lasts around 3 hours, with the start of the shift being an hour before the performance begins.

As a volunteer usher you will gain access to our benefits package which includes free refreshments, free tickets to shows, invitations to special events and discounts at our café/bar. You will also be periodically invited to specialist training and awareness sessions, such as visual impairment, dementia and the opportunity to learn Welsh.

WHO WE ARE

Sherman Theatre opened in 1973 with financial support from Cardiff University.

Based in the heart of Cardiff, Sherman Theatre is a Theatre of Sanctuary. Everyone is welcome here. We want as many people as possible to enjoy and take part in theatre, and we work hard to break down any barriers stopping that from happening.

**Our Vision**  
A world made more equitable, more compassionate, more unified by theatre.

**Our Mission**  
To create and curate shared live theatre experiences that inspire people from all backgrounds across South Wales and beyond to make a better world. We believe that access to creativity and self-expression is a right and we strive every day to ensure everyone has the opportunity to be enriched by the art of theatre.

**Our Values**  
**GALVANISING:** Our work is a call to action to create a better world.  
**EXCELLENT:** We are committed to achieving excellence in everything we do.  
**UPLIFTING:** Our productions should be a source of hope and light.  
**OPEN:** We are always open – always here.  
**RESILIENT:** We are a small yet strong team. Our scale makes us truly flexible, agile and responsive.



APPLICATION FORM

|  |  |  |
| --- | --- | --- |
| TITLE : VOLUNTEER USHER | | |
| PERSONAL DETAILS | | |
| First Name(s): |  | Address: |
| Surname: |  |  |
| Telephone: |  | Post code: |
| Mobile: |  | Email: |
| D.O.B: |  |  |

|  |  |  |
| --- | --- | --- |
| EMERGENCY CONTACT | | |
| First Name(s): |  | Relationship to you: |
| Surname: |  |  |
| Telephone: |  |
| Mobile: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| RELEVANT EXPERIENCE  Please give details of any previous or current volunteering experience (if none, skip to next section) | | | |
| From | To | Name and Business | Brief details of post, or any other details you would like to include |
|  |  |  |  |

|  |
| --- |
| PERSONAL STATEMENT  Please use this space to tell us why you’d like to volunteer at Sherman Theatre. |
|  |

|  |  |
| --- | --- |
| REFERENCES  Please give the name, address, telephone number and status of at least one individual who is willing to provide you with a reference (personal or professional) | |
| Name: | Name: |
| Address: | Address: |
| Tel No | Tel No |
| Relationship to you: | Relationship to you: |
| E-mail: | E-mail: |

|  |  |
| --- | --- |
| How did you hear about volunteering at Sherman Theatre? | |
| Word of Mouth  Sherman Theatre Website  Poster | Other (please specify)  …………………………………………………… |

|  |  |  |
| --- | --- | --- |
| ADDITIONAL INFORMATION | | |
| Have you ever been convicted of a criminal offence? (\* Please see below).  If yes, please give details on a separate sheet.  *Under the Rehabilitation of Offenders Act 1974, you may be entitled to answer ‘NO’ to this question even if you have, in the past, been convicted of an offence. However, certain types of employment are excluded under the Rehabilitation of Offenders Act 1974 (Exemptions) Orders 1975, from the protection of the Act. If the application materials state that t*his post is exempted from the Rehabilitation of Offenders Act (1974), you are required to provide details of any spent convictions, cautions, reprimands and final warnings you may have in addition to any unspent convictions or criminal proceedings pending against you. | Yes | No |
| Are there any restrictions to your residence in the UK which might affect your right to take up employment in the UK? | Yes | No |
| DECLARATION  I understand that personal information about me will be held and used for personnel/administrative purposes but not distributed to other parties without my permission. I am aware that if I am selected for a post having access to children or other protected groups, Sherman Theatre will carry out a criminal records check to establish whether or not I have a criminal background. This data will be held for a maximum of six months.  Please tick this box if you would like to be added to the Sherman Theatre mailing list 🞏 | | |

|  |
| --- |
| How many sessions are you available on a monthly basis? |
| 1 🞏 2 🞏 3 🞏 4 🞏 4+ 🞏 |

|  |
| --- |
| A major part of a volunteer’s role is to be able to respond rapidly in the event of an emergency, which may be medical or which may well result in having to evacuate patrons from the building. It is a condition of your appointment as a volunteer at Sherman Theatre that you are physically fit enough to carry out these duties. Sherman Theatre will assess volunteers’ ability to undertake the job safely on an on-going basis. If you have any medical condition that may affect your ability to carry out particular duties please alert the House Managers at your introductory session. |

|  |
| --- |
| DECLARATION  I have read and understood the information given and wish to undertake training as a volunteer usher.  Signed : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

SHERMAN THEATRE

EQUAL OPPORTUNITIES MONITORING FORM

We aim to treat everyone equally. This monitoring form is for statistical purposes only and will be separated from your job application and destroyed once the data has been collated.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **White:** |  |  |  |  |  |
| British |  |  | Irish |  |  |
| Any other white background\* |  |  |  |  |  |
| **Mixed:** |  |  |  |  |  |
| White & Black Caribbean |  |  | White & Black African |  |  |
| White & Asian |  |  | Any other mixed background\* |  |  |
| **Black or Black British** |  |  |  |  |  |
| Caribbean |  |  | African |  |  |
| Any other Black background\* |  |  |  |  |  |
| **Asian or Asian British** |  |  |  |  |  |
| Indian |  |  | Pakistani |  |  |
| Bangladeshi |  |  | Any other Asian background\* |  |  |
| **Chinese or Other Ethnic group** |  |  |  |  |  |
| Chinese |  |  | Other Ethnic Group\* |  |  |
| \* Please specify | | | | | |

|  |  |  |
| --- | --- | --- |
| **Sexual orientation:** |  |  |
| Bisexual |  |  |
| Gay Man |  |  |
| Gay Woman/Lesbian |  |  |
| Heterosexual/Straight |  |  |
| Other |  |  |
| Prefer not to say |  |  |
|  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Gender** |  |  |  |  |  |
| Female |  |  | Male |  |  |
| Non-binary |  |  | Genderfluid |  |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Gender Identity**  **Do you identify yourself as transgender/transsexual?** | | | | | | | | |
| Yes |  |  | No |  |  | Prefer not to say |  |  |
|  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Please tick the box that best describes you:** | | | | |
| Buddhist |  | Sikh |  |  |
| Christian |  | Other Religion or Belief\* |  |  |
| Hindu |  | No Religion |  |  |
| Jew |  | Prefer not to say |  |  |
| Muslim |  |  |  |  |
| \* Please specify: | | | | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Age** | | | | | | | | | | | | | | | | | |
| 16 – 19 |  |  | 20 – 29 |  |  | 30 – 39 |  |  | 40 – 49 |  |  | 50 – 59 |  |  | 60+ |  |  |
|  | | | | | | | | | | | | | | | | | |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Do you speak Welsh?** | | | | | | | | | | | |
| Yes |  |  | Learner |  |  | No |  |  | Prefer not to say |  |  |
|  | | | | | | | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Do you consider yourself to have a disability?**  *The Disability Discrimination Act defines disability as “A physical or mental impairment which has a substantial and long-tern effect on the person’s ability to carry out normal day to day activities”* | | | | | |
| Yes |  |  | No |  |  |
| If yes, please state the nature of the disability: | | | | | |

|  |  |
| --- | --- |
| **What position are you applying for?** |  |

|  |  |
| --- | --- |
| **How did you first hear about the vacancy?** | |
| Newspaper/Print Journal | Which one? |
| Online Newspaper/Journal | Which one? |
| Job search website | Which one? |
| Email alert | Which one? |
| Social Media | Which one? |
| Word of mouth |  |
| Other | Please specify |