

CHAPTER

Volunteer Usher

Background

Chapter is a meeting place for art, audiences, innovation and ideas. We opened our doors in 1971 with a vision to bring performance, film and exhibitions together under one roof united by a dynamic social space. Over forty years later we are now recognised as one of the most successful multi-disciplinary arts venues in Europe.

We're dedicated to developing contemporary culture, nurturing new talent and providing public access to the arts. We also play a central role in positioning Cardiff and Wales in the international cultural arena. Or in other words we're passionate about the arts and want to spread the word. Chapter's activities include commissioning, production, presentation and support for all the art forms, including live performance, cinema and visual arts in its two theatres, two cinemas and gallery. Chapter also provides office and production space for artists and organisations in the cultural field.

Chapter is known and loved for the open space that we create for all our diverse users and the combination of radical new work that coexists with our many community users. We have a strong social contract of diversity, openness, empowerment, informality, tolerance and acceptance.

We welcome over 750,000 visitors every year and all our spaces are busy seven days a week from 8.30am until late, 362 days of the year and our arts programme is supplemented with a vibrant mix of activity from reading groups to social media surgeries and from parent and toddler groups to dance lessons.

We are an independent charity, a company limited by guarantee and one of the largest social enterprises in Wales. Our caff-i-bar is operated by a subsidiary trading company but is very much at the heart of our welcoming social space.

So on the one hand we're about new, agenda-setting art in all its forms and on the other we're a friendly place where people can just sit and chat, feel at home and feel welcome. Chapter is full of people passionate about what we do, whether that's creating an extraordinary piece of work, making our audience's time here really special or serving the best cappuccino in the city.

Volunteers make a vital contribution to our programme in offering their time and skills to help Chapter. In return, we can provide opportunities to see theatre and cinema performances, to receive training in key aspects of the role and to become part of the Chapter community.

Role Title: Front of House - Volunteer Usher

Role purpose: To assist in the smooth operation of front of house activities, placing the visitor at the heart of our operation and supporting quality visitor engagement. You will provide an usher and fire marshal service for Chapter's cinemas and theatres.

Main responsibilities:

As a volunteer usher, you are an integral part of the experience Chapter offers its visitors and you play a critical role in Chapter's success. As a volunteer usher you will be asked to:

- Deliver excellent standards of visitor care, ensuring that visitors are welcomed in a friendly manner and provided with assistance appropriate to their individual needs.
- Represent Chapter in a professional, informed and friendly manner, and pass on visitors' comments, praise and complaints to senior staff.
- Follow fire, health and safety procedures to ensure that all performance spaces are safe for visitors and that all performance spaces are presentable, clean and tidy.
- Check visitors' tickets, ensuring they are in the right venue on the right day and at the right time, and helping them to find an appropriate seat.
- Respond to any audience needs during a performance and ensure that any source of disruption is minimised, e.g. asking individuals not to use mobile phones or eat/drink during a performance.
- Work collaboratively with the technical team to ensure the best possible experience for audiences, e.g. monitoring temperature, picture and sound within the auditorium to ensure the programme quality.
- In the event of an emergency, to follow established emergency procedures and work with the front of house team to evacuate the auditorium
- Assist with managing the flow of visitors at peak times, ensuring the optimal use of spaces and facilities to minimise queues.
- Assist with the delivery of events across front of house, theatre and cinema, including conferences and private hires.
- Work collaboratively with the front of house team to ensure a consistent and seamless service to visitors.

Reporting to: Front of House Manager and Front of House Support Officer.

Hours: Shifts vary in length from 3.5 - 6 hours. They are predominantly evenings and weekends with some daytime shifts in the afternoons.

Minimum commitment: We ask our volunteer ushers to commit to at least 1-2 ushering shifts per month.

Why volunteer for Chapter?

- Get 10% discount in our café and bar;

- Get a free pair of cinema tickets each month;
- Gain valuable live event experience;
- Work in partnership with professionals at Chapter and develop a network of contacts;
- Benefit from customer care and health & safety training;
- Be supported by Chapter staff to explore further volunteer, training or employment possibilities within Cardiff's thriving creative and cultural industries;
- Be supported to apply for volunteer accreditation, subject to funding.

Please note that volunteer rewards are subject to review and terms & conditions.