



Volunteer Job Description

Front of House Staff

Last updated: August 2016

The Abbey Theatre is run entirely by volunteers, and the trustees and management committee of Nuneaton Arts Council greatly appreciate the time and effort that are put in by our volunteer team. Without this it would not be possible to operate the venue.

Main Duties:

To provide a professional standard Front of House service to patrons before and during performances. All volunteers need to make themselves familiar with the Fire and Safety Policy, the Evacuation Procedure, their specific responsibilities in the event of an evacuation and any policies which may affect their work area.

Responsible to:

Chairman

Locations of work:

Foyer, Auditorium any other locations within the theatre.

Dress Code:

Evening Dress or Abbey Theatre polo shirt if available. Volunteer name badge.

Child Protection:

Volunteers are often present in the theatre with a user group which includes children. It is the user group's responsibility to provide door control and chaperone arrangements – if the volunteer notes any arrangements which appear unsatisfactory they should immediately inform the leader of the user group. If no action appears to have been taken to address this, the volunteer should bring it to the attention of an NAC committee member as quickly as possible. Volunteers may occasionally need to work in or pass through areas where children are present – you should take care that chaperones are present at all times.

Duties:

Putting out the theatre posts and tapes along the frontage before the building is opened to the public.

Welcoming patrons at the front door to the theatre.

Monitoring the exterior of the building to ensure no vehicle is parked on the frontage once the building is open to the public – any vehicle parked on the frontage is in breach of safety regulations and must be highlighted to patrons (via an announcement by the sound crew if necessary) and **MUST** be removed before any event can proceed.

Monitoring access to the foyer area to ensure the safety and security of patrons.

Checking ticket stubs at the theatre doors.

Accompanying patrons to seats where necessary;

Assisting less able patrons where required, including wheelchair customers – up to four wheelchairs, each accompanied by a carer, can be accommodated on the front row of the auditorium in the designated wheelchair seats.

Monitoring patrons throughout the performance to ensure health & safety conditions are met.

Coordinating any first aid needs with any on-site qualified first aiders and with the emergency services.

[Pool Bank Street, Nuneaton, CV11 5DB](#)

President - Mr Ken Loach

www.abbeytheatre.co.uk

Safety

When performers and the public are in the theatre the volunteers on duty have specific safety responsibilities. These are detailed in the Fire and Safety Policy and in the Evacuation Procedure. Because on many occasions the Front of House staff are provided by the hirers of the theatre and are not part of the regular theatre volunteer staff, the Evacuation Procedure does not assign specific duties to the Front of House staff. The Front of House staff should therefore work under the direction of the lead bar person in the event of an evacuation or other emergency.

Training for new volunteers:

Fire Safety procedures
Evacuation procedures
First Aid (optional)

Given by:

Chair or other senior volunteer
Chair or other senior volunteer
Via NAC Committee

If any volunteer feels they need additional training at any point they should contact the Stage Director who will make arrangements for this.

Benefits/Gratuities

These apply when you are working directly for the theatre, not when engaged by the user group. If engaged by the user group then any benefits or gratuities provided are at the option and cost of the user group

Where car parking costs are unavoidable these are reimbursed by the theatre on production of the car part ticket to the lead bar person

When the bar is open the theatre provides free tea, coffee and soft drinks for technicians

A free alcoholic or soft drink can be taken at the end of a performance shift.

Volunteer Handbook

The Volunteer Handbook contains additional general information. This is available as a download from the Staffing web site or as a printed document from the office.

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