

Volunteer Steward Role Description



Thank you for your interest in stewarding at Southwark Playhouse. This role description has been designed to provide you with full details about the volunteer steward role, to help you decide if it suits your abilities, interests and availability.

Duties and Responsibilities

- To perform a vital role as the public face of Southwark Playhouse during our performances and events, ensuring that our patrons have a positive, enjoyable and safe experience.
- Provide a high level of customer service
- Check tickets and show patrons to their seats
- Sell programmes and other merchandise
- Sit in performances and monitor the behaviour of the audience
- Clear and tidy the auditorium after the performance
- Ensure that all audience members comply with Southwark Playhouse's specific rules and regulations
- Deal with audience related enquiries and problems
- Understand and carry out the evacuation procedure if necessary

Desirable Qualities

- An interest in theatre and the arts
- Well presented, friendly and polite
- Punctual and reliable
- Flexible and adaptable
- Experience of dealing with customers in a busy environment
- Willing to take responsibility during an emergency evacuation and able to maintain a calm attitude during such an incident

Time Commitment

We ask you to commit to a minimum of 2 shifts per month.

An average shift lasts approximately 3 hours, with call times being 19:00 for evening performances and 14:30 for matinees.

We can also make a contribution towards your travel up to a maximum of £4 per shift (on production of a receipt).

Training

You will be asked to arrive 1 hour earlier than usual for your first shift so that you can be shown the ropes by one of our duty management staff.

Benefits

- The chance to watch Southwark Playhouse productions for free
- At the end of your shift you're entitled to a free drink at the bar
- As a volunteer you get a 10% discount at Southwark Playhouse's bar
- You'll be invited to Southwark Playhouse Volunteer social events

Stewarding is great fun and on becoming a steward at Southwark Playhouse you will become part of a large and diverse family, ranging from students to the retired and encompassing people from almost every profession, as well as those currently between jobs.