



## **VOLUNTEERING AT SOUTHWARK PLAYHOUSE**

Thank you for your interest in volunteering at the Southwark Playhouse. We have made this information pack to help you decide if our volunteer role is right for you.

### **ABOUT SOUTHWARK PLAYHOUSE**

Southwark Playhouse is a London theatre with two venues based in Elephant & Castle (Southwark Playhouse Borough and Southwark Playhouse Elephant), both offering flexible, affordable, and well-resourced performance spaces. Everything we do as an organisation is because we believe in theatre - to inspire, to empower, to challenge and to entertain.

We curate and produce an exciting programme of theatre productions throughout the year: telling stories from a diverse array of voices; presented by a talented array of theatre professionals at all stages of their careers.

In tandem with our theatre work is an extensive year-round participation programme, available completely free to participants, facilitating meaningful opportunities for our local community to explore their creativity, build confidence, and encourage wellbeing through drama-based activities.

### **WHY VOLUNTEER?**

People volunteer with us for many reasons. As a volunteer usher you will meet new friends, get to see great shows, and gain transferable skills and an understanding of front of house operations in a live theatre setting. Most importantly, by donating your time you will be helping sustain a busy community venue.

### **THE ROLE**

As a volunteer usher you will be part of our Front of House and Welcome team. Our ushers act as the public face of Southwark Playhouse during our performances and events, ensuring that our visitors have a positive, enjoyable, and safe experience. Typical shifts are from 18:30-23:00 on evenings and weekends; 1.30pm-18:30pm on matinee days (Tuesday, Thursdays & Saturdays).

### **KEY DUTIES**

- Checking tickets and directing audience members to their seats
- Assisting access patrons/wheelchair users to their seats
- Directing visitors to our facilities (bars, toilets, lift, auditorium, etc)
- Answering questions from audience members
- Reporting any problems to the Venue Management team
- Assisting the Venue Management team and Front of House staff in the event of an evacuation by loudly directing people to the nearest available exit.
- Advocating for diversity and inclusion to help ensure everyone feels safe and welcome at the Southwark Playhouse.

Please note the minimum age requirement to become a volunteer is 18.

## **VOLUNTEER SHIFTS**

Our team come from all walks of life and have diverse schedules, which is why we are flexible and understanding with the amount of time our volunteers can offer us.

We ask for a minimum commitment of 2 shifts per month throughout the year (many of our volunteers choose to do more) and you may be asked to reapply should you not be able to manage this minimum.

An average shift lasts approximately four hours with start times varying dependent on the space you are assigned to as follows:

### The Large / The Little @ Borough

- 2pm for a matinee performance
- 6.30pm for an evening performance

### Main House @ Elephant

- 1.30pm for a matinee performance
- 6.45pm for an evening performance

## **YOU WILL RECEIVE**

- A branded uniform to wear whilst you're volunteering.
- A free non-alcoholic drink before your shift; a free snack and drink (alcoholic / non-alcoholic) after your shift.
- If you do a matinee and evening show in one day you will receive lunch expenses up to £10.
- Support from the Venue Management team.
- A monthly newsletter.
- Flexible shift booking via our online portal.
- Invitations to social events such as the Volunteer Summer and Christmas Parties.
- Access to ad hoc ticket offers.
- Personalised references after successfully completing 6 months volunteering.
- Advance notice on Southwark Playhouse job vacancies.

## **WANT TO GET INVOLVED?**

We are always looking for people who are...

- Enthusiastic, reliable, and punctual.
- At least 18 years old.
- Able to volunteer for 2 or more shifts per month.
- Happy to carry out the key duties outlined in this document.

If this sounds like you, please apply by filling out the application form on our website here:

We welcome applications from people with varying abilities and requirements, we are happy to offer reasonable adjustments to those who need it. Please get in touch with us at [volunteering@southwarkplayhouse.co.uk](mailto:volunteering@southwarkplayhouse.co.uk) to discuss how we can best support your volunteering.

## **GET IN TOUCH**

If you have any questions about volunteering at Southwark Playhouse, please get in touch by emailing [volunteering@southwarkplayhouse.co.uk](mailto:volunteering@southwarkplayhouse.co.uk)

# WHAT HAPPENS AFTER YOU SUBMIT YOUR APPLICATION?

## Application Form Submitted

Since we receive a lot of applications it may take up to 6 weeks to reply to your application.



## If successful, you will be asked to attend an Induction Session.

We will invite you to one of our induction sessions in which you will meet the team, get a tour of the venues, and find out what tasks you will be required to do as a Volunteer Usher.



## Once successfully completed, we'll send you a link so you can review and complete our online onboarding documents.

We will ask you to read, understand and agree some short documents before we enrol you on our online rota portal. The documents will outline policies that ensure a safe, happy, and respectful working environment that we expect all volunteers and staff to adhere to.



## If successful, you'll be added to our online rota portal.

We will send you an invite by email to sign up to our online rota portal. Here you will be able to sign up to available shifts for your first trial shift.



## Sign up and complete your first trial shift.

During your first shift we will review how well you fulfil the tasks of the role and let you know whether you have been successful in becoming a volunteer usher. If we decide you are not right for the role we will contact you with feedback on the areas where we feel you can improve and invite you to apply again at a later date.



## If successful, you'll become part of our team of Volunteer Ushers and you'll be able to sign up for more shifts!

We ask that you commit to at least 2 shifts a month. Your performance will be regularly assessed to ensure that you are sufficiently carrying out the tasks of the role.

