



VOLUNTEER INDUCTION PACK

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ABOUT SOUTHWARK PLAYHOUSE

Southwark Playhouse was founded in 1993, offering flexible, affordable, and well-resourced performance spaces over the past 30 years. 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 through theatre based activities.

Volunteers have always been and continue to be crucial members of the Front Of House team, and contribute to the smooth running of the theatre. As an usher at the theatre you will become part of a large and diverse team, ranging from students to the retired and encompassing people from a range of different professions, abilities and backgrounds.

We currently have two venues in Elephant & Castle, a 10 minute walk between them and three performance spaces. As a Volunteer you will work across both venues and see a rich variety of productions.



SOUTHWARK PLAYHOUSE BOROUGH

Our Borough venue located on Newington Causeway, has been our temporary home for 11 years. A repurposed mechanics workshop transformed into a step free venue with two intimate performance spaces. The Large, which has a capacity of up to 230 seats and The Little, which has a smaller capacity of up to 134 seats.

Borough has a fringe-style atmosphere, which showcases an eclectic range of new writing, serious plays which challenge current topics and issues, new musicals and musical revivals.

SOUTHWARK PLAYHOUSE ELEPHANT

Our Elephant venue, a purpose-built off West End theatre located in the basement of the UNCLE resident building on Newington Butts, opened in January 2023 as our first permanent home. The Main Space has a capacity of 310 seats, two levels Balcony and Auditorium and a bar on each level.

Many successful shows from Borough transfer to our Main Space stage, and many productions hope for a West End transfer after performing here. We continue our fringe ethos however you can expect higher levels of production at this venue.



VOLUNTEER USHER ROLE DESCRIPTION

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 and Wheelchair users to their seats, aiding their safe navigation throughout the venue
- Directing visitors to our facilities (bars, toilets, lift, auditorium, etc)
- Monitoring and safeguarding audiences during performances, approaching audience members respectfully if they are disruptive or taking photos, or reporting to the Duty Manager
- Answering questions from audience members, and working closely with the Duty Manager and FOH staff to handle and solve audience related enquiries or complaints
- Reporting any problems or First Aid incidents to the Venue Management team
- Assisting the Venue Management team and Front of House staff in the event of an evacuation.
- Advocating for diversity and inclusion to help ensure everyone feels safe and welcome at the Southwark Playhouse.

WHAT VOLUNTEERS CAN EXPECT OF SOUTHWARK PLAYHOUSE

- To be given meaningful assignments
- To be given clear roles which match the needs of the organisation with the skills, knowledge, experience and aspirations of the individual
- To have effective and competent supervision, support, instruction and training, with reasonable adjustments made to meet the individuals needs
- Full involvement and participation and a friendly and congenial atmosphere
- To be respected and to be listened to - two way communication will be encouraged
- To ensure Volunteers are not exploited or treated unfairly or unreasonably.
- Assurance of health, safety and welfare whilst undertaking activities
- To receive written information and guidance where appropriate (e.g. on policies, procedures and any assignments undertaken at the organisation that may impact on the individual's role) offered in alternative formats to suit specific needs
- A free soft/hot drink pre shift, and a free soft/ alcoholic drink post shift. You're also entitled to 30% off at the bar, even when you're not working a shift that evening.

SOUTHWARK PLAYHOUSE'S EXPECTATIONS OF VOLUNTEERS

- To co-operate with other volunteers and paid members of staff to achieve the aims of the organisation
- To pick up at least two shifts per calendar month, for at least 6 months.
- To be punctual and communicative if running late or can no longer attend a shift
- To aim for high standards of efficiency, reliability and quality in all aspects of contribution
- To encourage two way communication with other volunteers and paid staff, fostering a pleasant and friendly atmosphere
- To support and comply with Southwark Playhouse's Equal Opportunities Policy and help promote diversity and inclusion within the organisation.
- To stay within the law
- To be aware as an ambassador of Southwark Playhouse, in a customer facing role, to ensure they are coming to volunteer in clean and presentable clothing. Clothes, hair, and overall personal grooming includes assuring bodily odors are not offensive to others.
- To take reasonable care of their own health and safety whilst at Southwark Playhouse and that of others who may be affected by their acts or omission.

EMERGENCY EVACUATION PROCEDURE – BOROUGH VENUE

Duty Manager will lead the bar staff (all dressed in high-vis jackets) into the auditorium and make the following announcement:

“Hello Everyone, due to circumstances beyond our control it has become necessary to evacuate the building. Please calmly make your way outside through this exit (point to exit and Bar Staff member leading evacuation) and await further instruction”

Volunteers will don their high vis jackets located in the box under their seat and assist FOH staff in evacuating the audience:

- Remain calm
- Hold doors open
- Join the rear of the group
- Inform FOH staff member once all audience are clear

The stage manager will be responsible for company and crew. FOH only need be concerned with audience members.

The audience will be evacuated to outside The Institute of Optometry. Volunteers (being the last out of the auditorium) will inform FOH Staff when building is clear and FOH Staff will in turn inform Duty Manager via radio

Once everyone (including Duty Manager) arrives at the meeting point, Duty Manager will do a staff role call and all will wait until emergency services have deemed it safe to return to the building

No person shall re-enter the building until the “all clear” is given by the Duty Manager

EMERGENCY EVACUATION PROCEDURE – ELEPHANT VENUE

Same procedure as above with the following amendments;

The audience will be evacuated to outside the children’s playground in St Mary’s Churchyard.

Ushers must evacuate audience members on their level only (Level Basement or Level Balcony), eg. If you are seated in the balcony, once you ensure every patron sat in the balcony is out, follow them to the evacuation point. Do not re-enter the building to aid those in the basement/ stalls.

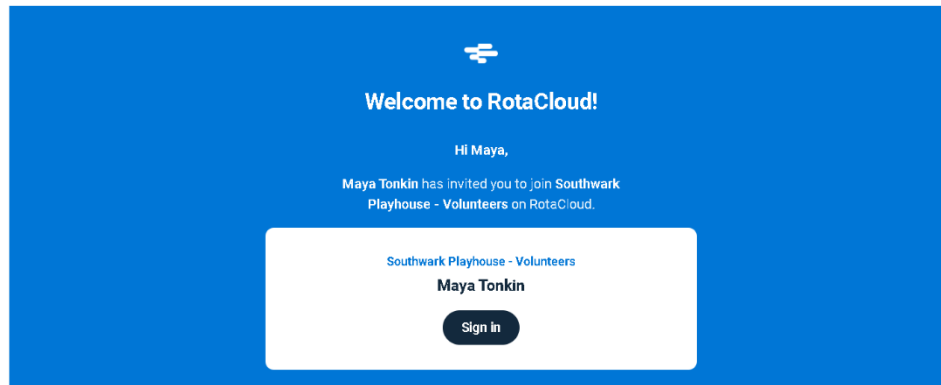
The Duty Manager may ask you to stand and block certain doors, to ensure audiences are following the FOH staff the right way, and not diverting to use the bathrooms or bars on their way out of the building.

In the case of there being a wheelchair patron in attendance, assist them to the green refuge points and press the call button, this will send an alert to fire services that there is someone there in need of evacuating. Under no circumstances should the lift be used. You must then leave them there and continue with your evacuation. If their companion offers to carry them out they are welcome to, but you must not aid them in physically lifting the wheelchair patron, as this may cause injury to them and yourselves. Inform Staff to radio Duty Manager as soon as possible the positioning of this patron. (eg Auditorium Left or Right).

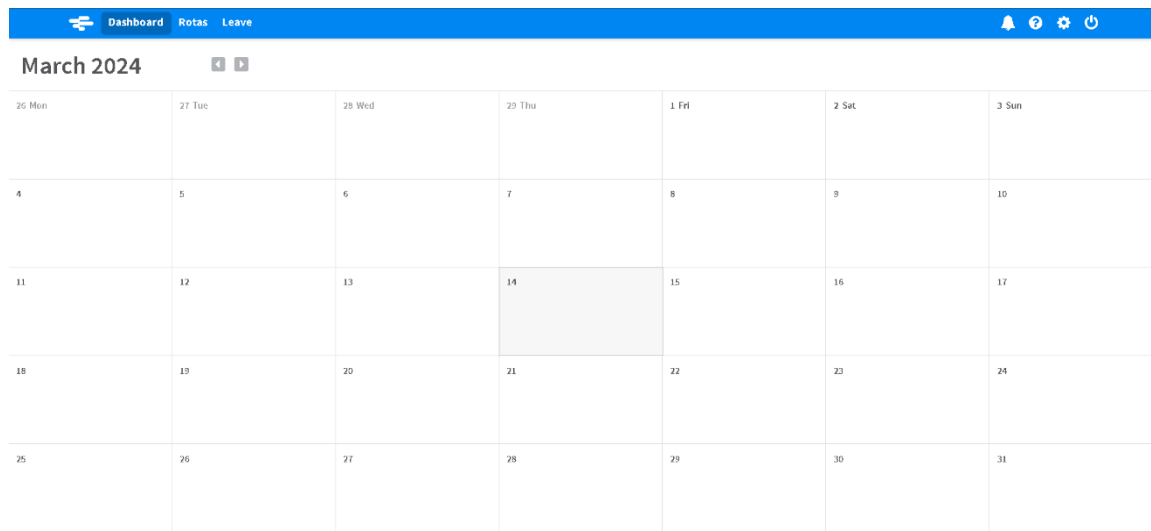
No person shall re-enter the building until the “all clear” is given by the Duty Manager

ROTA CLOUD GUIDE

Once you have completed your Induction session, and read and signed all documents and policies, you will be sent an invitation to Rotacloud, our rota portal. We will never assign shifts to you as it's a Volunteer basis, here you can pick the shifts you're available to work.



- Click 'Accept Invitation', and when taken to the 'Welcome to Rotacloud...' page, click 'Accept' again.
- You will then be asked to create a password. Choose something easy to remember and then click 'Create Account'



26 Mon	27 Tue	28 Wed	29 Thu	1 Fri	2 Sat	3 Sun
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

- You will then be taken to your 'Dashboard'. This is where you see what dates you are volunteering. If using a computer, on the tab at the top of the page, click 'Rotas', this will show your upcoming shifts that week. You can also use this to see open shifts that can be claimed. You can click on the shift you're available for and click 'Claim Shift'.

- If using a mobile device on the Rotacloud app, click the middle icon at the bottom to see your upcoming shifts that week, or the home page, where it will show the next shift you have booked in. Simply tap 'Open shifts available' to claim any open shifts.

By default, the rota will be displayed week-by-week, Monday - Sunday. Open, unclaimed shifts will be displayed with 'Open shift for [show name]' next to them. To claim a shift, simply click on it and click 'claim shift'. We have colour coded each space. **Red = Large**(Borough), **Green =Little** (Borough) and **Yellow = Main Space** (Elephant).

The screenshot displays the Rotacloud app interface for 'Southwark Playhouse - N...'. The top navigation bar includes 'Dashboard', 'Rotas', and 'Leave'. The main content area shows a weekly rota for '18 - 24 Mar 2024'. A modal dialog is open over the 20th of March, asking 'Want to work this shift?' with a 'Claim Shift' button. Below, another modal asks 'Are you sure?' with an 'OK' button. The rota grid shows shifts for various days, with a yellow shift highlighted on the 19th.

Week 12	18 Mon	19 Tue	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun
Open Shifts	6:45pm - 10pm Police Cops - Elephant	6:45pm - 10pm Police Cops - Elephant	Want to work this shift? Claim Shift or Cancel			1:30pm - 6pm Police Cops - Elephant 6:15pm - 10pm Police Cops - Elephant	
Maya Tonkin							

You should be all set up now to claim shifts!

CONTACT INFORMATION

Please email any of the below or call Box Office at 0207 407 0234 if you need to contact the Duty Manager

To email all Duty Managers: dutymanager@southwarkplayhouse.co.uk

FRONT OF HOUSE AND VENUES MANAGERS:

MAYA TONKIN
[ELEPHANT]

maya.tonkin@southwarkplayhouse.co.uk

RACHEL ATKINSON
[BOROUGH]

rachel.atkinson@southwarkplayhouse.co.uk

GENERAL MANAGER:

EMMA BENTLEY

emma.bentley@southwarkplayhouse.co.uk

DUTY MANAGERS:

LILL WORDEN

lillian.worden@southwarkplayhouse.co.uk

MILLA

JAMES-LEWIS

milla.james-lewis@southwarkplayhouse.co.uk

ELLA

CANEY-WILLIS

ella.caney-willis@southwarkplayhouse.co.uk