



Theatr Iolo and Kitsch & Sync outdoor performance at Chapter, 2020. Photo Kirsten McTernan

JOB DESCRIPTION

Post Title: Volunteer Usher

ABOUT CHAPTER

Chapter is an outstanding centre for contemporary arts and culture based in Canton.

We are a hub for the production and presentation of world-class work that is accessible for all. The venue comprises theatres, cinemas, a gallery, rehearsal & hire spaces, an award-winning café bar and more than 50 studio spaces for artists and creative companies.

Each year we present more than 2000 events and programmes which attract over 750,000 visitors to the centre. We're committed to showing the best art, performances and film from Wales, and from the world to the widest possible audience.

Founded in 1971, Chapter is both a Charity and a Limited Company. Chapter (Cardiff) Ltd represents the Charity, while Chapter (Trading) Ltd is a wholly owned subsidiary of Chapter Cardiff through which we run the café/bar.

The Chapter group is not for profit and is funded through a mix of earned income from ticket sales, café/bar, hires and rents alongside funding from organisations such as the Arts Council of Wales, the British Film Institute and Welsh Government.

We employ about 80 people and have a turnover of c.£3.5 million per year.

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.



Purpose of role:

To assist in the smooth running 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 we offer our visitors and you play a critical role in our success.

As a volunteer usher you will:

- Deliver excellent standards of visitor care, ensuring that audiences are welcomed in a friendly manner and provided with assistance appropriate to their individual needs.
- Represent Chapter in a professional, informed and friendly manner.
- Pass on any feedback from visitors to the Duty Manager.
- Uphold Chapter's policies including Code of Conduct, Health and Safety, Anti-Racism and Equal Opportunities.
- Follow fire, health and safety procedures to ensure that all performance spaces are safe for visitors and that they 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 help them to find an appropriate seat.
- Respond to any audience needs during a performance and ensure that any source of potential disruption is minimised.
- Work collaboratively with the technical team to ensure the best possible experience for audiences, eg 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.



Elaine Mitchner, Rolling Calf, EXPERIMENTICA, Chapter, 2021, Photo, Kirsten McTernan.jpg

Reporting to:

Front of House Duty Managers

Hours:

Shifts vary in length from two to four hours, covering afternoons, evenings and weekends.

Minimum commitment:

We ask our volunteer ushers to commit to at least two shifts per month.

Why volunteer for Chapter?

- Everything that you usher you will see for free.
- Get 10% discount in our café bar.
- Get two free cinema tickets each month.
- Tempo Time Credits on selected screenings and performances.
- 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 within the charity arts sector.
- The opportunity to apply for internal job vacancies.
- The chance to meet up with like-minded people.
- Be supported by Chapter staff to explore further volunteer experience, training, or employment.

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