



VOLUNTEERING

THE YARD THEATRE Ushering Role Description

Thank you for your interest in volunteering as an usher at the Yard Theatre.



ABOUT THE YARD

The Yard, built in the summer of 2011, is a multi-award winning theatre and bar based in a converted warehouse in Hackney Wick, by the canal and overlooking the Queen Elizabeth Olympic Park. The Yard's mission is to explore new ideas, to nurture new talent and to share new experiences.

We actively seek out new theatre makers and new audiences. We nurture new artists and help to discover new talent. We help artists produce new work, by offering a platform that enables theatre makers to take risks.

YOUR ROLE

The role as a volunteer at The Yard is a vital one. You will be assisting our front of house team to ensure each theatre performance runs smoothly. You will get to see firsthand how the theatre works and the different elements of bringing a production to our audiences.

Key responsibilities:

- Assist in ensuring the safety and comfort of members of the public and staff
- Collecting tickets and seating patrons
- Dealing with auditorium disturbances during shows
- Flyering
- Selling playtexts and other merchandise
- Understand and carry out the evacuation procedure
- Providing accurate information about our program to patrons
- Provide a welcoming atmosphere

Desirable Qualities:

- An interest in our work
- Calm, friendly and polite manner
- Punctual and reliable
- Flexible and adaptable
- Experience of providing excellent customer service

TIME COMMITMENT

We ask that you commit to a minimum of 12 shifts per year.

Shifts last around 3 hours-arrival at 7pm, although times can vary with programming.

TRAINING

You will need to come in an hour earlier on your first shift so we can show you the ropes.

In order to volunteer with us you'll need to be able to attend additional specific training once a year. We will hold these opportunities every few months.

BENEFITS

We think ushering with us is great fun. You'll meet new people, get to experience our shows and help us with running a unique space. As well as that there are a number of other benefits we're excited to offer.

- Involvement with a performing arts charity
- Contact with The Yard team and creatives
- Experience of customer service experience, working with the public
- Following your first three shifts, we'll offer a reference throughout your time volunteering with us
- 10% discount on food and drinks from the bar (after shift!)
- Soft/hot drinks during your shift
- Volunteer Days, where training is given and socials enjoyed
- Invitations to Yard events

If you are interested in Volunteering at The Yard Theatre please email
[**frontofhouse@theyardtheatre.co.uk**](mailto:frontofhouse@theyardtheatre.co.uk)

We look forward to working with you.