

MERRIGONG THEATRE COMPANY VOLUNTEER ROLE DESCRIPTION

Reports to: FOH Manager (Sally Lewis)
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Jan, 2023

Volunteer Ushers:

Volunteer ushers are an integral part of Merrigong Theatre Company and the successful delivery of our events. Volunteers are given the opportunity to be exposed to the inner workings of Merrigong Theatre Company, a performing arts venue, whilst also being able to watch performances and both meet and form relationships with artist, employees, other volunteers, and patrons alike. Merrigong Theatre Company asks all people involved with the organisation, including volunteers, board members and employees, to operate and behave with the organisational values in mind:

- Courage and leadership
- Inclusion and respect
- Creativity and innovation
- Honesty and accountability

Volunteer Ushers will be required to:

- Provide a warm and welcoming atmosphere to patrons
- Greet patrons and provide information when it is required
- Provide assistance to patrons in finding their seats or directions
- Be knowledgeable about the company, the venues it operates, and the performances on in those respective venues
- Monitor auditorium activity during performances and report problems to the on-shift Front of House Duty Manager
- Be responsible for patrons' safety
- Ensure patrons have an enjoyable time within a Merrigong Venue
- Assist with any reasonable request given by the Front of House Duty Manager
- Assist in an evacuation if necessary

Personal Requirements

Front of House applicants should be:

- In good physical fitness (able to stand for lengthy periods and walk up stairs)
- Well presented
- Friendly, personable, confident, and reliable
- Able to work independently and as part of a team
- Sensitive to the needs of patrons and of safety standards and requirements
- Willing to state any concerns or problems to the Front of House Duty Manager in a timely manner

Uniform requirements

All ushers follow the recommended uniform code:

- Plain black pants or knee length skirt (No jeans, track pants or leggings)
- Hair longer than shoulder length to be pulled back and facial hair is neatly groomed
- Black enclosed shoes
- Merrigong Theatre Company 2023 season t-shirt (will be supplied)
- Please keep necklaces and earrings conservative – large and excessive pieces can be a hazard.

Shifts

Performances occur throughout the year with Friday and Saturday evenings being the peak period. Mornings and matinee shows do occur but with less frequency as the evening performances.

Volunteer Ushers should arrive at their scheduled rostered time (this is generally one hour before the commencement of the performance or as stated on the volunteer roster for the show you have selected). Volunteer ushers finish their shift when the performance has finished and the theatre has been tidied, or when dismissed by the Front of House Duty Manager.

Training

All volunteers will attend the yearly induction to familiarise themselves with the venue and be informed of any existing or new policy/procedures that may impact their service.

For 2023, a second induction will be held for the re-opening of the Illawarra Performing Arts Centre (IPAC) in May 2023.

Rosters

All volunteers will be issued a season show list. On this list you may mark down all performances you wish to assist with. Whilst we will attempt to roster you on for your preferred shows, it is not guaranteed. Because of this, we recommend that you list first and second preferences for performances.

Email reminders will be sent one week prior to the show.

If you cannot attend one of the shifts on the roster, please notify the FOH Manager as soon as possible.