



Volunteer Usher Role Description

Volunteer ushers support the smooth running of The Mowlem during live events and are a vital support to the small team of staff. Answering to the Volunteer Co-ordinator, volunteers will be given an agreed number of shifts on rotas which may include morning, afternoon and evening sessions depending on the type of live show booked, theatre, films, children's entertainment, live music etc. and these can be in the Auditorium, Showbar, or Studio. Although we would welcome applications from all potential volunteers, we would be especially interested in hearing from you if you would be available to help us develop our daytime events.

In return, we hope that your time at The Mowlem will prove a rewarding and fun experience for volunteers aged 16 and upwards.

Responsibilities

Ushers

- Meeting and greeting visitors to The Mowlem
- Checking tickets, showing visitors to their seats and helping them leave after the show
- Assisting with customer enquiries
- Supporting artists to deliver participatory workshops and/or engagement events
- Keeping the venue clean
- Assisting in case of an emergency evacuation (full training given)
- Other duties as requested by the Operations Manager during the shift

Person Specification

- You'll be polite and friendly in your approach to the public
- You have an interest in theatre, cinema, the arts or other community events
- You are well presented, friendly, punctual and importantly, reliable
- You can remain calm under pressure (theatres can get very busy!)
- Some customer service would be helpful but not essential

The benefits to the Mowlem volunteering roles will be detailed in your interview.

All volunteers may be required to undergo a Disclosure and Barring Service (DBS) check where appropriate to the role.

The Mowlem is a registered charity committed to equity, diversity and inclusion. We welcome volunteers from all backgrounds and communities and actively encourage applications from people of all identities and lived experiences. If you have any questions regarding volunteer positions, please email volunteer@themowlem.com, and we'll get back to you.