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**Volunteer Performance Staff**

**Title:**  St. David’s Hall FOH Volunteer

**Responsible to:** Duty House Manager and Senior Performance Staff.

**Hours:** 2-3 shifts a month (up to 5 hours per shift), working afternoons, evenings and weekends as required

**Role Purpose:**

To provide excellent customer service to all St. David’s Hall patrons:

You will join the Front of House family at St. David’s Hall, and provide support to our excellent team of Performance Staff in a role that will help deliver even higher levels of exemplary customer service to our audiences. You will provide directions to our facilities, and check and scan patron tickets as they enter the auditorium. You will monitor the audience during performances and assist in emergency evacuation should the need arise. You may be asked to fulfil other duties that may be required by the FOH Management team.

**Job Description:**

1. Meet and greet customers arriving at St. David’s Hall, projecting a friendly, welcoming and knowledgeable image.

2. Be familiar with facilities and layout of building – be able to direct patrons to the correct area including auditorium seating, bars, toilets, cloakroom.

3. Scan and check patrons’ tickets and accurately direct them to their seats.

4. Assist the House Management team with other duties, including accommodating latecomers at an appropriate time.

5. Be familiar with evacuation procedures, the layout of the auditorium and escape routes and be able to assist in an evacuation scenario.

6. Be familiar with marshalling procedures for patrons using the escalators and staircases to enter and exit the building before and after events.

7. Have a good awareness of disabled facilities and of the needs of disabled and less-able patrons.

8. To monitor the audience during the event and report any problems as necessary.

9. To be aware of the conventions regarding different types of events and the expectations of customers attending those events.

10. To feedback to House Management to improve the level of customer care at St. David’s Hall

11. To represent the Front of House team and St. David’s Hall in an informed and articulate manner, observing the dress code and to be an ambassador for St. David’s Hall at all times.

12. Attend regular training sessions and refresher training as required.

13. Promote and comply with St. David’s Hall’s and Cardiff Council’s Equalities and Health & Safety policies, both in the delivery of services and in the treatment of others.

14. Cover evenings and weekends, as well as dayshifts, and occasional Bank Holidays.

15. Must be able to commit to working at least 2 shifts per month.

**Person Specification:**

**ESSENTIAL:**

1. Aged 16+

2.Experience of customer care or a keenness to learn.

3. Warm, friendly personality.

4. Interest and enthusiasm for the arts and entertainment.

5. Committed and realistic about level of volunteer working.

6. Reliable, punctual and well presented.

7. Good communicator.

8. A good team worker with a positive attitude.

9. Experience and commitment to a high standard of health and safety.

10. Prepared to attend regiular training and familiarisation sessions.

11. Commitment to equal opportunities.

12. Be able to stand for at least 1 hour and be able to negotiate a substantial number of stairs/steps.

13. Be confident in approaching members of the public.

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**APPLICATION FORM – PRIVATE & CONFIDENTIAL**

**APPLICATION FOR: St. David’s Hall Front of House Volunteer Scheme:**

***Please type or write clearly in black ink/biro. (All sections must be completed)***

**Applicant’s Details**

**Title ……………………………………**

**Surname (block letters)........................................................................................**

**Forename(s) .........................................................................................**

**Address .........................................................................................**

**.........................................................................................**

**.................................... Post Code .................................**

**Telephone (Daytime) ........................................................................**

**(Evening) ........................................................................**

**Email Address .........................................................................................**

**Date of Birth .........................................................................................**

**Current or Most Recent Job (paid or unpaid)**

**Position Held .........................................................................................**

**Employer’s Name and Address...........................................................................**

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**Main duties and responsibilities:**

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**Previous Work or voluntary Experience**

**Please provide us with a brief outline of previous Voluntary or Work activities. (Continue on a separate sheet(s) if necessary).**

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GENERAL INFORMATION

**Where did you hear about the scheme? (Please tick box)**

Word of Mouth St. David’s Hall E-mail St. David’s Hall Website

Staff at St. David’s Hall

Other (please specify) …………………………………………..

**Have you ever been a volunteer before (Please give details)?**

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**Why would you like to become a volunteer at St. David’s Hall?**

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**What do you consider to be the most important aspects of Customer Service?**

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CV

**If you wish to you may also attach your CV to this application form.**

**REFERENCES**

**Please give the names and addresses of two referees. The referees can be a past or present employer or someone who has known you for more than three years.**

**First Referee**

Name .................................................................................................................................

Position .............................................................................................................................

Address...............................................................................................................................

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Telephone ..............................................................................................................

**Second Referee**

Name .................................................................................................................................

Position .............................................................................................................................

Address...............................................................................................................................

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Telephone ..........................................................................................................................

**NEXT OF KIN**

Please give the name of an emergency contact, their name, address and

telephone number.

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**CRIMINAL CONVICTIONS**

**Please give details of any criminal convictions you have had, excluding any considered “spent” under The Rehabilitation of Offenders Act 1974 (minor motoring offences should be disregarded).**

Please note that having a criminal record will not necessarily bar you from volunteering with us. This will depend upon the circumstances and background of your offences.

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**DISABILITIES**

Are you registered disabled? Yes No

If yes, please give details:

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**DATA PROTECTION ACT**

The company holds personal information for ordinary business purposes about job applicants, volunteers and employees for the purpose of appointments etc. This information is held either in personnel files or on the company’s computer. The Finance Department and Human Resources Department have access to the data for the purpose of management and administration.

You agree by signing this application form, that we may store and process personal information about you for staff administration purposes and any other ordinary business purposes.

Personal data relating to unsuccessful applicants will be kept for a period of four months so that we may, if appropriate, advise you of future vacancies following which such data will be destroyed/erased.

**Declaration**

I confirm that the information I have given on this form is correct and I understand that misleading statements may be sufficient grounds for not offering me the role of volunteer.

Signed ………………………………………….. Date ..............................................

**Return of Application**

This form to be returned to: Volunteer Scheme, St. David’s Hall, The Hayes, CARDIFF CF10 1AH

Or emailed to [luke.todd@cardiff.gov.uk](mailto:luke.todd@cardiff.gov.uk) --------------------------------------------------------------------------------------------------------------------------------- **FOR OFFICIAL USE ONLY**

NAME:………………………………………..……. DATE RECEIVED………………………………… . ACKNOWLEDGEMENT LETTER & REF REQ SENT ON …………………… BY ………………… INTERVIEW LETTER SENT ON …………………………………. BY…………………………………. INTERVIEW DATE…………………………. ACCEPTED?…………….. DECLINED?……………….