

Volunteer Steward – Where’s Santa’s Hat?

Purpose: The purpose of this role will be to assist the Front of House team to safely run the outdoor event – Where’s Santa? At Santa’s Cabin in the Arc Shopping Centre.

Responsible to: The Event Manager.

Main Duties:

To assist the Event Manager to load and unload audience

To provide excellent customer care.

To identify any issues and direct them to the Event Manager to deal with.

To assist with checking tickets.

To supervise the audience during the performance

To support emergency evacuation directed by the Event Manager.

To assist with collecting any rubbish at the end of performance

The duties must at all times be carried out with due regard to the Theatre Royal’s policies, which are located within the company handbook.

Skills/Aptitudes Required:

- Physically able to cope with cold weather.
- Approachable and empathetic to people.
- Sense of humour.
- Punctual.
- Ability to be flexible.

Uniform:

Wear warm comfortable outdoor clothing, red scarf and lanyard will be provided.

Restrictions:

Unfortunately, we cannot offer this role to people under 16 years of age.

General:

You will be covered by the Theatre’s public liability and Employers insurance whilst fulfilling this role.

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Dates and shift times

	9.30am – 13:30	lunch 13:30-15:00	14:30 – 16:30
Thurs 16 November			xmas light switch on
Fri 17 November			
Sat 18 November			
Sun 19 November			
Fri 24 November			
Sat 25 November			
Sun 26 November			
Friday 1 December			
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Saturday 2 December			
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Thurs 21 December			
Fri 22 December			
Fri 22 December			
Sat 23 December			

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Sat 23 December			
Sun 24 December			
Sun 24 December			

A site training session will be held