



## The Georgian Theatre Royal Theatre/Volunteer Agreement

### INTRODUCTION

- This information is intended as a guide for those who volunteer for The Georgian Theatre Royal. We have tried to present information in an understandable way, whilst making clear that our licensing and health and safety obligations are paramount.

### MANAGEMENT

- As Licensee of the Theatre we have certain obligations in terms of Health & Safety which regulate how we operate. You must be aware of, and understand, what these obligations are.
- The theatre-going “experience” depends on a quality customer service and the public perception of the Theatre is, in large part, coloured by your contribution. It is therefore essential that there is a consistent approach in all areas.
- We take the view that, as Volunteers, you are, to all intents and purposes, employees of the Theatre for the length of time you are on the premises, despite the fact that you are unpaid. You must therefore adhere to the same basic standards as all other staff and will be subject to the same treatment. Behaviour that may bring the Theatre into disrepute or that has an adverse effect upon the Theatre’s operations and customer service will, if proved, result in dismissal.
- Each volunteer will be accountable for their own performance and the proper fulfilment of the duties required of them.

### ROTAS

- We will continue to operate the rota system that will, as far as possible, ensure that everyone gets his or her fair share of the available work. It works in the following manner:
- We will draw up a rota, sharing the available work and trying to accommodate your preferences. Rotas will be drawn up on a bi-monthly basis, approximately 2/3 weeks prior to the beginning of each period and earlier if possible. If you are not rota’d then we don’t expect you to attend.
- There are a number of tasks that will be required of you – See ‘Volunteer Job Descriptions’.
- Work takes place on various levels, within all parts of the auditorium and public foyer areas, backstage, in the archive room, in the studio and learning centre, and in the Georgian Theatre offices. You can expect to be asked to work anywhere depending on the requirements of any particular performance within the roles that you have specified interest in volunteering in.

### NEW VOLUNTEERS

- We need to ensure that we have an adequate pool of volunteers. Provided that a new volunteer and the Theatre are both happy to proceed, all new volunteers will be asked to attend at least one Fire, Health & Safety training session. This lasts for approximately 2 hours and covers such issues as Health & Safety, emergency procedures, layout of the theatre, who to report to in the event of an emergency, etc. Once this has been satisfactorily concluded, new volunteers will be introduced on to the rota at the first available opportunity and will be “mentored” by an experienced member of voluntary staff for the first few duties. (See ‘Training’)

### HOURS OF WORK

- Box Office Staff will be asked to arrive promptly for their shift and to finish their shift upon completion of handover (morning staff) to the afternoon volunteer or staff member if it is the end of the afternoon shift.
- FOH/Bar Staff will be asked to attend a minimum of 1 hour before the advertised time of performance for a full briefing, allocation of duties, etc. Staff will take up their positions upon instruction from the Duty Manager. Generally duties will finish approximately 15 minutes after curtain down following the fire/safety check and “pick-up”.
- Back Stage Staff will be asked to attend a minimum of 1 hour before the advertised time of performance for a full briefing, allocation of duties etc. Staff will take up their positions upon instruction from the Production Manager. Duties will normally finish approximately 15 minutes after curtain down, following a fire/safety check and ‘litter pick-up’. If you are assisting with a ‘get out’ this could be significantly longer.

- Tour Guides will be asked to attend a minimum of 15 minutes before the advertised time the first tour commences. Your shift will be completed once you have handed over any relevant information to the afternoon guide (mornings) or staff member locking up the building in the evening.
- Archive Staff will be asked to report in to staff before taking up any work. They may work as many or as few hours as are necessary. The archive will be open for them upon arrival and locked by the notified staff member.

#### **UNIFORMS**

- Please wear clothing suitable to the job you are undertaking; i.e. for ushers and front of house staff, this should be mainly black. Should you be volunteering in other areas, then suitable clothing should be worn. If you are working backstage, then Personal Protective Equipment (PPE) will be provided by the Production Manager.
- Name badges for all volunteers will be provided, and should be worn throughout your shift.

#### **WHAT DO YOU GET?**

- Once you have completed your session, your line manager will sign off your Volunteer Appreciation card. Once you have completed 15 volunteer sessions, a complimentary ticket will be made available to you for use at selected performances, subject to certain conditions and seat availability. Cards are kept with the Duty Manager and stored in the Box Office.
- Tea, coffee or a soft drink will be provided free of charge to all those on duty.
- Volunteer Newsletter: To keep volunteers informed of any changes and updates to the Theatre.
- Both a summer and a Christmas party are held as a way for the Theatre to say thank you for all of your hard work. Details of these events will be circulated in the Volunteer Newsletter, which is issued around four times a year.

#### **TRAINING**

- There will be at least three Fire, Health & Safety, Emergency Evacuation sessions annually and it is essential that you attend one of these each year. You will also be required to participate in the evacuation of the building in cases of emergency. Specific roles are specified when you attend these training sessions, and dummy evacuations will form a regular part of the role. Knowing and remembering your individual role and carrying it out effectively is an essential part of the job.
- You will be unable to volunteer here at the Theatre unless you attend one of these sessions each year.

#### **FIRST AID**

- All staff members are fully First Aid Trained. There is an opportunity for volunteers to partake in this training in order to provide suitable additional support for the staff. Should you be interested in taking this training, then we will arrange suitable training courses each year and encourage as many volunteers as possible to attend.

#### **PROGRAMME INFORMATION AND KNOWLEDGE**

- Volunteers will be expected to be knowledgeable about the Theatre programme and be able to answer general queries from customers.

#### **THE THEATRE/VOLUNTEER AGREEMENT**

- Prior to your initial engagement or continuation of being a volunteer, and annually thereafter, you will be asked to sign the attached sheet as an undertaking that you accept and agree to abide by the general terms and conditions laid out above.
- The Chief Executive Officer will counter-sign the Agreement on behalf of the Georgian Theatre Royal as an undertaking that the Theatre accepts and agrees to abide by the general terms and conditions laid out above.
- Thank you for being a volunteer. The Theatre would absolutely not function without volunteers.

*Clare Allen, Chief Executive Officer*

*Apr 2016*

The Georgian Theatre Royal  
**VOLUNTEER/THEATRE AGREEMENT**

I have read the Theatre/Volunteers Agreement and accept the terms upon which I volunteer my services as a Georgian Theatre Royal Volunteer: I have also read the Fire Evacuation Procedures and have understood the procedure if called upon in the event of an evacuation.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel: \_\_\_\_\_ (Home) \_\_\_\_\_ (Mobile)

Email: \_\_\_\_\_

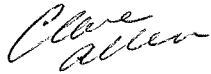
Where possible, contact with volunteers will either by telephone or email.

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.....  
(signed)

.....  
(date)

**SIGNED ON BEHALF OF THE THEATRE:**



.....  
(Clare Allen, Chief Executive Officer)

14 April 2016

.....  
(date)

*Please return to:*

**Jo Mawhinney – Office Manager  
The Georgian Theatre Royal, Victoria Road – Richmond, North Yorkshire, DL10 4DW**