

Introduction

Volunteers are important members of the Nottingham Playhouse front of house team. They are people who share a love of theatre, giving freely of their time in order to contribute to the continued success of Nottingham Playhouse.

As a Nev Vol you will enjoy a sense of being a part of an organisation with deep roots in the local community and a national reputation for high standards of quality and innovation.

You will also have the opportunity to meet and socialise with like-minded people and see all of our productions.

The Neville Studio

The Neville Studio (formerly the Rehearsal Room) is a relatively new addition to the performance spaces at Nottingham Playhouse. The studio was formerly our primary rehearsal space and was used for occasional performances. In 2012 we decided to develop the room to provide the theatre with a small scale performance space and an area for the increased participation work Nottingham Playhouse wanted to undertake. The room seats a maximum of 100 and is used for small scale performances including; folk, stand-up comedy, children's theatre and rehearsed readings. It also provides a home for participation work such as; youth theatre, Playhouse Ensemble and Club Encore.

Two members of our Nev Vol front of house team are required to staff performances in the Neville Studio. This is due to the location of the room; audiences enter the Neville Studio through the main building, via the Ustinov Room and across the roof garden.

Volunteer Opportunity

Because of the mainly customer care responsibilities required of Neville Studio front of house staff, Nottingham Playhouse has a real opportunity to provide meaningful volunteer openings.

What's Expected?

Nev Vols work as part of the Front of House Department providing support and assistance for all of our Neville Studio performances.

Nev Vols are the face of our Neville Studio, they are the ones that are called upon to deliver outstanding customer care to our audiences. It is important that all of our Vols have the aptitude, personality and confidence in order to provide this.

Opportunities exist for all scheduled Neville Studio performances, and also at other events, talks and external hires at the venue.

Times vary depending on the theatre schedule but on average each shift is approximately 3.5 hours long. Matinee performance shifts are usually from 1.00 – 4.30pm and evening performance shifts are usually from 6.30 –10.00pm. Full details of the theatre programme are made available to all volunteer via the rotas.

A minimum of two Nev Vols are required per event and Vols can choose which performances they sign up for* and we ask for a minimum commitment of two shifts per month, for a minimum of 6 months. We feel this expectation is necessary to ensure that ushers are up-to-date with procedures so that we can maintain the efficient operational running of our performances.

Creating the right first impression is important. All Vols are expected to wear smart black clothing, (which you will be expected to provide) whilst on duty.

What You Can Expect

Our Nev Vols provide an invaluable and greatly appreciated service return we offer:

- A fun, stimulating and friendly environment within which to volunteer
- Valuable experience in an exciting theatre
- Special ticket offers
- A pair of complimentary tickets to a Nottingham Playhouse production (after 3 x Nev Vol shifts)

An Average Shift ...

Nev Vols are expected to start their shift 1 hour before the start of a performance or event for a briefing. The purpose of this is to meet with the Duty Manager and to be allocated duties and to discuss particular arrangements for that performance or event.

As part of our Front of House team there are a number of duties that need to be carried out to ensure the smooth running of our shows and audience members have a fun and enjoyable visit.

Front of House duties include:

- Welcoming patrons and showing them to seats in the studio space ensuring a high level of customer care.
- Ensuring the safety and welfare of our audience members.

During the performance Vols will be asked to 'sit in' whilst the performance is taking place inside the studio space to ensure that our customers are looked after during the show. At the end of the show Vols assist audiences with their access to exits as well as issuing marketing material for future events. Vols may be asked to clear the studio space at the end of a show.

The Application Process

We receive many applications from people wishing to become Nev Vols but places are limited and therefore we must use a selection process.

Those that submit a satisfactory application form (attached) may be asked to attend an informal interview. If successful you will be asked to attend our induction session. The amount of places available will vary dependent on current numbers of existing Vols.

Regrettably this means that some applications will be unsuccessful and you will be notified in writing to that effect.