

Volunteer Role Description

Volunteering at Warwick Arts Centre

Whether it is to make new friends, gain new skills or enjoy amazing cultural experiences, Warwick Arts Centre warmly welcomes you to our stewarding community.

The Role

Our volunteers help to ensure that every visitor to Warwick Arts Centre has a positive, enjoyable and memorable experience.

Live Events & Cinema Volunteer:

This role is primarily based on working in our Butterworth Hall, Theatre, Studio, Ensemble Room or across our 3 brand new Cinema screens. Live events can range from comedy to theatre and dance, to orchestral performances, or spoken word. While in our Cinemas you'll see some of the latest blockbuster releases, to more alternative or classic films. The main responsibilities for this role are meeting and greeting visitors, checking tickets, assisting with foyer queries, prepping stock for sale, ensuring appropriate licenses, rules and regulations are followed, and operating our cloakroom. Our venues range from holding as little as 50 people, up to as large as 2000 people, so you'll definitely be interacting with lots of visitors on these shifts. Some prior training or experience in customer service would be useful for this role, but not essential. We would expect volunteers to pick up shifts weekly/bi-weekly, according to the live programme and cinema needs.

The role will suit you if you ...

- Are full of enthusiasm and inspired to deliver exceptional customer service
- Have a love or interest for the arts
- Are a positive and reliable individual
- Are a strong team player, but can also work on their own when needed
- Can communicate effectively and adapt to situations quickly
- Can assist in fire and emergency evacuations as required (full training provided)
- Can commit to volunteering regularly, at least twice a month across our live events and cinema programmes

What's involved?

Depending upon the volunteer role you wish to uptake, the responsibilities may vary, however, general duties include:

- Meeting and greeting visitors
- Assisting and answering visitor queries or questions
- Ensuring appropriate licenses, rules and regulations are followed in order to maintain a safe space and environment for visitors
- Checking tickets, and guiding visitors to their seats
- Having a good understanding of the building, to assist with access requirements
- Assisting in emergency evacuations (full training to be provided)
- Invigilating artwork

- Collecting any rubbish at the interval and end of show, to ensure the foyer and venues remain clean and tidy
- Acting as an ambassador for Warwick Arts Centre, supporting and understanding our missions, values and visions

What benefits are there to volunteering?

- Exclusive opportunities to see shows and films
- Fun social events throughout the year (with snacks and refreshments provided)
- Improve mental wellbeing
- Socialise and meet new people
- Learn about a variety of art forms
- Develop and learn skills, as well as experience to add to your CV
- Engage with gallery artists
- Opportunities to converse and get involved with other departments within Warwick Arts Centre
- In-house training and continuous support
- Travel expenses paid*
- Supporting the arts and local community

**Travel expenses are paid as part of our expenses policy, please refer to this for more information*

What do our volunteers say about volunteering?

Don't just take our word for it! Hear from our volunteers what they think and why they would recommend volunteering at Warwick Arts Centre:

- "I really love the wide range of shows and events I've been able to watch"
- "The team is so welcoming and friendly. I feel supported every step of the way"
- "One of my favourite parts is meeting such a diverse range of people"
- "I've been here several times as a visitor, and this is my small way of giving back to the Arts"
- "I've been able to develop and learn new skills, which will look great on my CV"

<https://www.youtube.com/watch?v=HBHF5dza9ZE&t=1s>

The Volunteer Role Description accompanies our Volunteer Agreement and Volunteer Handbook.