

# ROSE THEATRE

## Usher Role Description

**This is a voluntary role;** you must be **aged 18 or over** to usher at the Rose.

Ushers may choose for which performances they sign up and we ask for a minimum commitment of **two shifts per month** for a **minimum of six months**. 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.

Although you may choose your shifts, specific positions on shift are allocated by the **Head Usher**. Shifts are accounted for to ensure volunteers are rotating positions every time. Shifts vary depending on the length of the performance / event.

You will be required to:

- Read the Ushers' Handbook
- Attend an induction session
- Attend 4 follow up training shifts under the supervision of an experienced usher
- Show a clear understanding of the requirements of each usher position
- Complete a building fire safety walk
- Attend a fire evacuation training session

Ushers' duties include:

- Attending the briefing at the start of each shift, **you must be punctual**
- Scanning and checking tickets and showing people to their seats
- Selling programmes, ice creams and merchandise
- Using a radio to communicate with colleagues
- Learning evacuation procedures and attending practices
- Taking responsibility for safely and calmly clearing your allocated area in the event of an evacuation
- Assisting members of the audience when appropriate

It is essential that you:

- Always have a professional attitude
- Are well-presented, friendly, and polite
- Are punctual and reliable
- Are flexible and adaptable
- Are competent in spoken English both face to face and on radio
- Can deal with patrons in a busy environment
- Can handle using card machine and till
- Can take responsibility during an emergency evacuation
- Can maintain a calm attitude during such an emergency
- Can cope with heights (the Upper Circle level is high and has steep steps)
- Can hear instructions issued over the radio

**Although this position is voluntary, it is vital to be vigilant and professional. You will be responsible for the health and safety of our audiences.**