

# **CORNERSTONE TEAM**

## **Volunteer Usher Role Description**



At Cornerstone, we want our visitors to have the best possible experience whether they are watching a show, attending a class, participating in a workshop, visiting our gallery, enjoying food or drink in our café bar, or just experiencing our beautiful spaces. As a volunteer, you can play a key role in helping us to achieve this.

### **Cornerstone Volunteer Ushers help to:**

1. Welcome and assist all visitors to Cornerstone in a friendly, professional and efficient manner
2. Play a key role in an evacuation or an emergency, to ensure customer safety
3. Ensure that our customers are in a safe and comfortable environment at all times

### **Time commitments:**

1. Ushers will need to volunteer a minimum of 2 performances/shifts per month
2. Usher performance shifts are often unsociable hours usually evenings and weekends.

### **Specific tasks include:**

- Proactively welcoming visitors to Cornerstone and assisting with any queries
- Accurately checking tickets and directing visitors, assisting where necessary
- Selling programmes and other merchandise and being responsible for cash at these times
- Monitoring and supervising the behaviour, safety and comfort of the audience during performances, so that all patrons enjoy the performance free of disturbances.
- Reporting any difficulties on stage or in the audience to the duty manager immediately
- Understanding and carrying out evacuation procedure when necessary (training provided)
- Ensuring aisles and fire doors are kept clear

# CORNERSTONE TEAM



Application forms can be downloaded from our website [www.cornerstone-arts.org](http://www.cornerstone-arts.org)

Please return the application either by post or by email to:

The duty management team, Cornerstone, 25 Station Road, Didcot, Oxon, Ox11 7NE

cornerstone@southoxon.gov.uk

If you have any questions, please feel free to contact us by email or by telephone.

Direct Line: 01235 515144

When we receive your application form, we will send an acknowledgement by email or phone (within two weeks of receipt of application form) and invite you for an informal interview.