



Volunteering opportunities

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.

We have two different volunteering opportunities:

1. Usher at live shows and outdoor events
2. Workshop Assistant

Of course if you would like to volunteer for both of these roles, please do!

In this pack, you will find:

1. Job descriptions and person specifications for all positions
2. A list of benefits that you will enjoy as a volunteer
3. An application form

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

Emily Brookes, Cornerstone, 25 Station Road, Didcot, Oxon, Ox11 7NE

Emily.brookes@southoxon.gov.uk

If you have any questions please feel free to contact me by email or call me by telephone.

Direct Line: 01235 515136

When I receive your application form I will send an acknowledgement by email or phone and then I will invite you in for an informal interview so that we can find out more about each other.

CORNERSTONE CREW



Volunteer usher

We need ushers to:

- welcome and assist all visitors to Cornerstone in a friendly, professional and efficient manner
- help us in an evacuation or emergency situation
- ensure that our users have a safe and comfortable environment at all times.

The specific tasks include:

- to work a minimum of 2 shifts per month
- to greet and welcome visitors to Cornerstone
- to accurately check tickets and direct visitors to the correct seats, assisting where necessary
- to sell programmes and other merchandise and to account for cash floats securely at these times
- to monitor and supervise the behaviour, safety and comfort of the audience during performances, ensuring that patrons can enjoy the performance free of disturbances.
- to report any difficulties on stage or in the audience to the Duty Manager immediately
- to ensure theatre rules and risk assessments are observed at all times
- to ensure aisles and fire doors are kept clear
- to be trained in, understand and carry out the evacuation procedure when necessary
- to help clear the auditorium and back stage areas after a show leaving them in a clean and tidy state
- to assist the Duty Manager with latecomers
- to carry out cloakroom duties – checking in coats etc
- to assist with delivering hospitality for performers and clearing dressing rooms
- to assist with carrying out audience and other arts centre user surveys
- to be able to speak to arts centre users knowledgeably and enthusiastically about the arts centre programme and facilities
- assist with the administration of the lost property system

CORNERSTONE CREW



Volunteer usher

Ushers will also be required to work on outdoor events by:

- assisting with information giving, promotional literature distribution and crowd management
- assisting with accompanying artists
- assisting with setting up of event
- ensuring that at all times we provide excellent customer service and health and safety
- assisting with crowd control and security at outdoor events.
- assisting with evaluation of events and feedback.

What do I need to become a volunteer usher?

- a sense of fun!
- excellent interpersonal and communication skills
- good numeracy and cash handling skills
- excellent customer care skills
- enjoyment of working with the public and a commitment to diversity and equality
- an enthusiastic and positive attitude
- punctuality and reliability
- commitment to high standards of health and safety
- good level of initiative
- enthusiasm for working as part of a team

It would also be useful if you have:

- experience of working with the public
- an understanding of health and safety practice
- an understanding of security practice
- a good level of initiative
- an enthusiasm for working as part of a team
- a lively interest in the arts
- experience of working with children

Volunteer workshop assistant

We need volunteer workshop assistants to help us run workshops by:

- assisting tutors in regular and one-off workshops for young people, adults and families
- ensuring that at all times we provide excellent customer service and health and safety

The specific tasks are:

- to assist with the practical elements of a workshop under the direction of the tutor
- to assist the safe movement of workshop participants around the arts centre and evacuation in an emergency situation
- to assist and monitor children when accessing the WCs or on breaks
- to understand the risk assessments involved in events and to uphold the precautions in these
- to assist with the preparation and set up and clear down of workshops on occasion
- to assist workshop participants with special needs where appropriate
- for this we need you to be CRB checked.

What do I need to become a volunteer workshop assistant?

- excellent interpersonal, communication and customer care skills
- enjoyment of working with the public and a commitment to diversity and equality
- an enthusiastic and positive attitude
- punctuality and reliability
- commitment to high standards of health and safety
- good level of initiative

It would also be useful if you have:

- experience of working with the public especially children
- an understanding of health and safety and security practice
- an interest and enthusiasm in creative activities.



General duties of all volunteers

- uphold the arts centre's policies and procedures including health and safety policy, child protection policy and other customer care measures at all times
- have a commitment to valuing diversity and equality, respecting customers and colleagues in all relationships and service delivery
- be well presented at all times when representing the arts centre
- be an ambassador for the arts centre
- assist at special events, awareness raising days and hospitality events
- carry feedback from customers back to the management team and vice versa
- to undertake other duties as may be reasonably required.

Training that we will provide

Whichever role you would like to play, we know that providing you with good training is very important for you to not only do your job well but also, and very importantly for you to enjoy your time with us.

We will provide the following for you:

- group induction training, training in health and safety, evacuation and customer care prior to start date
- 'On the job' training on different volunteer duties
- a training record for initial training and training throughout the year
- regular one to ones with the operations manager

CORNERSTONE CREW



What do I get?

Benefits

- free entry to all shows where on ushering duty
- discounts on tickets to shows when not on ushering duty
- social activities – volunteers and 'Friends' social get togethers and season previews
- preview newsletter three times a year
- 'cornerstone' t shirt
- sneak preview of coming season's events
- chance to meet live artists and performers

Social benefits

- the chance to socialise with a wide range of people
- direct experience in the arts centre and venue business
- experience of a broad range of live arts and entertainment and workshops
- career development