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## ARE YOU?

Enthusiastic and positive; someone who enjoys helping people.

Friendly and approachable, with a proactive approach and doesn't mind working on their own and also loves being part of a team.

Takes their own initiative and can take instructions when needed.



# THE ROLE

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Volunteers at Woolwich Works will play a central part in helping us create an inviting and friendly atmosphere for everyone who visits our venue. You'll support our Visitor Services Assistants in being part of the welcome team. You'll help people find their way around the building, always being open and friendly. As a volunteer, you will ensure that tickets are checked and valid, and help visitors to their seats. You will be guided by the Duty Manager, who will show you the ropes and be there to answer any of your questions. All of our volunteer positions are based on leading by example in a supportive environment.

We are looking to create a pool of volunteers from across our borough, so that people can get as involved as they like.

- To welcome visitors to the venue and make sure they feel welcomed and comfortable.
- To ensure all tickets and e-tickets are checked and valid.
- To aid visitors in making their way around the venue and answering questions where possible.
- To carry out fire evacuations and carry out safety checks.
- Ensure that visitors are safe throughout a performance and during their visit.
- Report any behaviour that is not permitted, such as photography, to the Duty Manager.
- Take feedback from our visitors and share with the Duty Manager to help us constantly improve our standards.
- At the end of a show when the audience are gone, help to clear their respective area of rubbish and dispose of this in the designated area.
- Be in attendance for briefings and debriefings with the Duty Manager.
- To ensure all duties and requirements within this description and from the Duty Manager are followed and adhered to.



# THE BENEFITS

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Woolwich Works is an organisation that fosters a culture of continuous improvement and as a volunteer, you'll benefit from our step up programme.

- We'll pay for your travel home and expenses and you will also have access to staff discounts in our café and to a selection of shows.
- We'll help you develop your skills with mentoring and coaching, by managers and senior managers and we will deliver training at no cost to you in such things as Manual Handling, Fire Warden, First Aid, Customer Services and Disability Equality Training.
- You'll be the first to be sent opportunities for paid work and apprenticeships.
- You'll get to see world class performances.



# ABOUT WOOLWICH WORKS

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Woolwich Works is a new landmark cultural hub for London, housed in five historic buildings on the Royal Arsenal and set to open in 2021. Following a multi-million pound refurbishment by the Royal Borough of Greenwich, our spaces will include a stunning 1500m<sup>2</sup> former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard, and a café and bars. We'll be home to a number of world class resident artistic companies, including Chineke! Orchestra, the National Youth Jazz Orchestra, Luca Silvestrini's Protein and internationally renowned theatre company, Punchdrunk.





# SIGN UP

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If you would like to sign up, please visit our website  
<https://www.woolwich.works/jobs-and-opportunities>

We will be in touch to arrange a time to visit, but if you have any queries, please email us on  
[volunteers@woolwich.works](mailto:volunteers@woolwich.works)

We're proud of the diversity of our community and aim to build a team that represents it, we actively encourage applications from people from different backgrounds and with different experiences and skills. We want to reflect the city we work in and the communities and audiences we engage with.

We will continue to grow our pool, so feel free to get in touch any time.





**WOOLWICH**  
**WORKS**