



JOB DESCRIPTION

Role	Volunteer Usher
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Our values

Open - We aim to always be open to new ideas, to pushing boundaries, to creative thinking. We strive to be open to conversations, to finding solutions and to making changes. We try our hardest to be open to everyone and we want to embrace individual thought and diversity; knowing the benefits that being inclusive brings.

Responsible - We care about our community, about social and environmental sustainability. We work hard to take responsibility for our carbon footprint, for the impact we make and for sharing our knowledge widely. We work professionally and responsibly, do things properly and to a high standard, together making Depot the best it can be.

People - We strive to put people first, to treat everyone with kindness and without discrimination. We place importance on supporting each other, on building strong relationships and on celebrating our successes. We learn, share knowledge, collaborate and communicate. We work hard to create opportunities, to be inclusive and welcoming.

Overview

This role is all about providing a great experience for our customers. As a volunteer usher, you will greet customers with a smile, making sure the queues move swiftly. You will check tickets and guide customers to their seats when needed. You will make sure that the cinema areas and toilets are kept tidy and well stocked and ensure the auditoriums are cleaned after every film.

Responsibilities and Duties

- Ensure that every customer is greeted with a warm welcome
- Respond to face to face customer enquiries
- Ensure front of house areas, auditoriums and toilets are clean and tidy and well stocked before and after performances
- Have a good knowledge of the Cinema programme of film and events
- Check tickets for accuracy
- Direct customers to the correct screen and seating
- Check that films start as planned and alert the Box Office if any issues arise

Skills and Experience

- This role requires a good level of mobility and fitness as cleaning screens is a physical task
- The ability to stay calm under pressure as queues do form daily

Person Specification

- A friendly and polite manner
- Interest in film / the arts
- Available to do at least 3 shifts a month



- Comfortable working in a busy environment