

# JACKSONS LANE

NORTH LONDON'S  
CREATIVE SPACE

## Front of House Volunteer

### Job Description & Policy

**Purpose of post** To assist the Duty Officer to run efficient Front of House services for shows and events.

**Reporting to** the Duty Officer

### Ushering Duties

- to arrive on time at Jacksons Lane, normally 45 minutes – 1 hour before the start of the show/event.
- to ensure you are briefed with the show information such as: how many tickets have been sold, what time do we open the doors, how long is the show, is there an interval, is the bar/café open.
- to assist the Duty Officer by ensuring the public do not enter the studio theatre before the doors have been opened. The Duty Manager will tell you when the house is open for public
- to check the date and show title on customer tickets and tear stubs as they enter the studio. Please keep hold of the stubs as we can count how many people are in the studio. Please ask patrons to turn off their mobile phones.
- to show people to their seats when required, making sure they don't leave any gaps if we are sold out
- to sit within the theatre during the show to watch the performance and be on hand in case you are required to assist a member of the public (in the event of an emergency for example).

### General Info & Policy

- you are the staff representative inside the studio theatre in case of someone becoming unwell and needing help. This also involves helping disabled customers who may need extra help from time to time, fetching a plastic cup of water for someone who is coughing, telling a member of the public to be more quiet (mobile phone ringing, being distracting and talking all the way through for example, normally because another patron is disturbed and comes to tell you!). Do take action and politely ask the individual to turn off phone and be quieter. You will need to open doors and put them on the hook for the interval and when the show finishes.

### Benefits to you!

- the chance to see innovative and exciting theatre, music and dance for free
- good experience for anyone looking to work in the arts or broaden employment experience
- a social networking opportunity – a good chance to meet interesting and friendly local people and make new friends
- social gatherings three times a year organised by Jacksons Lane staff.