

ROUNDHOUSE

VOLUNTEERING AT THE ROUNDHOUSE

Thank you for your interest in volunteering at the Roundhouse. We have made this information pack to help you decide if our volunteer role is right for you.

ABOUT THE ROUNDHOUSE

Roundhouse is an iconic music and arts venue in Camden. Since the 1960s we've opened up space for creativity to empower people and communities – day in, night out. We're on a mission to raise the creative potential of the UK so we give young people and artists the space to experiment, develop skills and be part of incredible moments that go down in history.



WHY VOLUNTEER?

As a volunteer usher you will get to see live music, theatre, circus and spoken word. You will gain transferable skills and an understanding of front of house operations in a live music setting. Most importantly, by donating your time you will be helping fund our vital work with young people.

THE ROLE

As a volunteer usher you will be part of our Visitor Services team. Our ushers welcome audiences to gigs and performances and help ensure that people have a fun and safe time at the Roundhouse. Typical shifts are from 18:00-23:00 on evenings and weekends.

Key duties include:

- ★ Checking tickets and directing audience members to their seats
- ★ Assisting disabled audience members to their seats
- ★ Directing visitors to our facilities (bars, cafe, toilets, merchandise stand etc)
- ★ Answering questions from audience members
- ★ Reporting any problems to the Venue Management team
- ★ Assisting the Venue Management team and Front of House staff in the event of an evacuation.
- ★ Advocating for diversity and inclusion to help ensure everyone feels safe and welcome at the Roundhouse

You will receive:

- ★ A branded uniform to wear whilst you're volunteering
- ★ Drinks and snacks whilst you're on shift
- ★ Travel expenses up to £15 per shift
- ★ Support from the Venue Management team and Volunteer Coordinator
- ★ A monthly newsletter
- ★ Flexible shift booking via our online portal

WANT TO GET INVOLVED?

We are always looking for people who are...

- Enthusiastic, reliable and punctual
- At least 18 years old
- Able to volunteer for 2 or more shifts per month
- Happy to carry out the key duties outlined in this document

If this sounds like you please apply by entering your details on our website. We welcome applications from disabled people and people with physical and mental health conditions. Please get in touch with us at volunteer.coordinator@roundhouse.org.uk to discuss how we can support your volunteering.

WHAT HAPPENS NEXT?

→ **Induction** We will invite you to one of our upcoming induction sessions. At the induction you will learn a bit more about the Roundhouse, get to meet some of our existing volunteers and have a tour of the venue. The induction is designed to help you decide if this is the right volunteer role for you.

→ **Training** After the induction you will need to complete two pieces of online training.

→ **Shadowing** Once you've completed your training you are ready to come in for your first shift! For your first couple of shifts you will shadow an experienced volunteer who will be able to show you the ropes and answer any questions you have.

→ **Receive your uniform** When you have completed at least two shadow shifts and are feeling happy and confident in the role we will issue you with your uniform and you will become a fully fledged volunteer usher!

GET IN TOUCH

If you have any questions about volunteering at the Roundhouse please get in touch with Holly at volunteer.coordinator@roundhouse.org.uk.