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**Castlemaine Theatre Company –**

**Front of House Volunteers Position Description**

**Job Title**: FRONT OF HOUSE (FOH) OFFICER - ***Under Milk Wood***

**Work Location**: Phee Broadway Theatre, Mechanics Lane, Castlemaine

**Purpose**:

FOH Officers assist in guiding theatre patrons into venue, checking/selling tickets, programs and/or refreshments, managing people flow and offering assistance and safety to patrons as required, including in cases of emergency. Also help with general set up/tidy up of FOH and maintaining a Covid safe environment for patrons and workers.

**Responsibilities and Duties**

* Take directions from the FOH Manager and/or Stage Manager
* Orientation – initial briefing with FOH manager to determine specific tasks
* Meet & Greet – welcome patrons to the event politely and cheerfully
* Check tickets and/or name on door list – confirm that patron has paid to enter
* Ticket & Program sales, including associated cash/card management and records
* Serve bar refreshments including alcohol; *RSA (Responsible Service of Alcohol) Certificate required for this task*
* Guide patrons to auditorium/seats/amenities
* Manage doors during event and assist latecomers if appropriate (as directed by Stage Manager)
* Tidy/clean/reset bar, equipment, glassware and utensils *(quietly)*
* Emergency assistance if required – be aware of emergency exit procedures and evacuation point, guide patrons in the case of emergency.
* Open doors and manage foot-traffic at conclusion of performances
* Debrief – final short meeting to discuss issues/concerns, if required.

**Qualifications/Requirements**

We require at least one volunteer with an RSA Certificate at each performance, but we will also accept applications from keen people who are positive, enjoy interacting with public, have initiative and are keen to work with the theatre company.

Experience is not required but if you have any background in customer facing or service roles, do let us know. Valuable skills for FOH roles include: friendly demeanour, good listener, problem-solver, remain calm under pressure, patient, attention to detail, socially confident.

We can work with people of differing abilities so please let us know if (for example) you are unable to stand for long periods, shift small pieces of furniture such as chairs, or read details on tickets or door lists so that we can manage tasks accordingly.

**Commitment**

Each volunteer is expected to commit to:

* At least one full performance shift until all tasks are completed. We hope you will choose to help at more than one! End times are indicative only.

The dates and times of shifts are:

*Thursday 26, Friday 27 and Saturday 28 October, 6pm – 9.15pm*

*Sunday 29 October, 1pm – 3.15pm*

*Friday 11 and Saturday 12 November, 6pm – 9.15pm*

*Sunday 13 November, 1pm – 3.15pm*

*Thursday 2, Friday 3 and Saturday 4 November, 6pm – 9.15pm*

*Sunday 5 November, 1pm – 3.15pm*

Any queries or concerns about times may be discussed with the FOH Manager.

**Training**

Orientation and a brief training overview, including Occupational Health and Safety, will take place at the commencement of each shift; please arrive on time.

Each volunteer shift will commence with an overview of what tasks are to be undertaken by each volunteer. A short debrief at the end, if required, can address issues/concerns from the shift to ensure continuous improvement.

**Dress Code**: Black, tidy, warm.

**Development Opportunities**: To receive a certificate of service after completing a volunteer shift, please contact the FOH Manager.

**Benefits**: Volunteers will be invited to attend the dress rehearsal/preview performances on Tuesday 24 November, 2023.

**For further information about volunteering with Castlemaine Theatre Company, please email us at castlemainetheatreco@gmail.com**