

## Volunteer Ushers' Role Description

As a volunteer usher you are often the first point of contact for many of our visitors to concerts and events across BPA; we want everyone to have an exceptional experience and so it's really important that our volunteers uphold and champion our values. We are looking for people with a cheery disposition as well as a can-do attitude. Our ushers should be welcoming, kind and helpful and be willing to keep up to date with future programming and facilities on site.

Whilst enjoying concerts is one of the motivations for volunteering, ushers must remember that the priority of their role is to ensure they are looking after the audience properly and professionally. Vigilance is needed to ensure that visitors' welfare and needs are tended to. We ask our ushers to carry support bags with water for those struggling with coughs, earplugs for those who may struggle with volume and wellness bags for those feeling poorly.

Ushers are tasked with the safe, calm evacuation of an event should an alarm be sounded. This is conducted under the supervision of a senior member of the permanent staff, who sits in the venue and holds overall responsibility for the welfare of our audiences. Full training is given.

Ushers are requested to:

- Welcome concert goers, check tickets and help those in search of their seats
- Provide assistance as required to visitors throughout the events they are attending
- Arrive on time as timings for concerts are very strict
- Agree to undertake training that will enable you to perform your role to the best of your ability; including evacuation training and visitor experience training
- Find your own replacements when unable to carry out a duty and inform the Volunteer Manager of changes

In selecting ushers, BPA looks for the following:

- An interest in and commitment to the work of BPA and creating a quality experience for audiences
- An ability to communicate effectively with a wide range of people, making everyone feel welcome
- A good level of physical fitness and stamina
- An ability to remain calm under pressure
- An ability to work well as part of a team
- An awareness of the importance of Health and Safety, Safeguarding and Equality, Diversity and Inclusion
- A willingness to be hands-on and flexible in their approach to duties
- A high degree of commitment and a flexible approach to volunteering hours (performances take place at different times, including late nights, and in a range of places)
- Transport to get to the relevant venue(s)
- A willingness to use Planday (a rota and messaging software system), emails and other technology

### DRESS CODE AND FOOTWEAR

Ushers are asked to wear smart, dark clothing for all events. In the summer, dark clothing is still preferred but smart/casual is fine. There will be more advice on this in the house notes sent out with each rota.

All volunteers should wear footwear appropriate for potentially carrying out an evacuation. Shoes must be closed-toed, with an ankle support, soft soles and low to no heel.

Things to note:

If there are more than 6 months between your usher duties, you will be required to come in and shadow a colleague again for a couple of shifts before being allowed to fly solo on a concert. This is to ensure you're up to speed with our current procedures and to support your well-being and safety as well as that of the general public.

Persistent lateness or non-attendance without good reason will result in a revision of your volunteer journey and you will be asked to retake any training before being allowed to continue in role and in some circumstance be asked to step down

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from the role.

We respect that everyone has their preferred tastes; when you are operating as an Usher, you are representing BPA and we ask that you don't discuss a performance or other services provided by BPA in front of the audience in a negative way. If you have any concerns, please make sure to raise it with the Volunteer Manager at an appropriate time.