

Volunteer Role Profile: Event Steward

Department: Front of House (FoH)

Responsible to: Front of House Manager

Supervised by: Front of House Manager, Casual Front of House Manager(s)

Background

Farnham Maltings is a pioneering cultural organisation based in Surrey with a local, national and international reach. For over 50 years, Farnham Maltings has been bringing artists, makers and communities together to improve the quality of people's lives through art. Our extensive programme includes theatre, cinema, craft, comedy, music, festivals, workshops and family activities. In addition, we have run the Museum of Farnham since 2012 and we also provide a range of community outreach activities in the local area. We have over 100 volunteers at the Maltings and Museum and are extremely grateful for the time and expertise they bring. For more information about what we do, please see our website: [Home | Farnham Maltings](#)

Main Objectives

- To be the public face of the Maltings and promote a positive and memorable experience for all visitors.
- To assist with the safe evacuation of the building in the event of a fire or other emergency.

Main Tasks

Each event at the Maltings will come with different responsibilities for our stewards but will generally include the following:

- Welcome and engage with customers and members of the public.
- Provide a high level of customer service at all times.
- Ensure that the specific brief for an event is followed, e.g age ratings for a film
- Check and scan customers' tickets on entry to the event.
- Direct customers to their seats and answer any queries.
- Deal with and seat latecomers as directed by the Front of House Manager.
- Take cash and card payments, for example for programmes or ice creams (training given).
- Sit in the auditorium during the performance to monitor the audience.
- Promote forthcoming events and distribute publicity material at the end of the performance.
- Help clear rubbish and glasses from the auditorium at the end of the performance.
- Assist the FoH Manager and Duty Officers with the safe evacuation of the building in the event of a fire or other emergency.
- Report any accidents, incidents or concerns to a member of Maltings staff.

Commitment

Stewarding opportunities are available for a range of performances and screenings along with larger-scale festivals and events. Shifts usually last 3 hours and include weekdays, evenings and weekends. We ask that all stewards volunteer at a minimum of 2 events a month in order to ensure they are kept up-to-date with current procedures and to enhance their volunteering experience.

Key Qualities, Experience and Skills

Please note that Maltings volunteers must be aged 18+.

Requirements	Essential	Desirable
Personal Qualities	<ul style="list-style-type: none"> • Reliable • Punctual • Friendly, polite and courteous • Confident • Team player • Calm under pressure 	<ul style="list-style-type: none"> • Interest in the arts
Experience and Skills	<ul style="list-style-type: none"> • Good communication skills • Experience of working or volunteering with the public • Good customer service skills 	<ul style="list-style-type: none"> • Comfortable using smart phones (<i>ticket scanning</i>) <p><i>Please note training will be given</i></p>

Application Process

- Complete an application form including 2 references
- Informal chat at the Maltings to find out more about the role
- Taster session at one of our performances
- Approval of references

Onboarding Process *(if the application process has been successful)*

- Induction session which includes a tour of the building and evacuation training
- Sign our Volunteer Agreement and Evacuation Training Forms
- 6-week review to check you are happy with everything and to answer any queries

Benefits of Volunteering at the Maltings

- Being part of a welcoming cultural organisation.
- A friendly and lively environment to work in
- Ongoing training to ensure that you feel comfortable with your volunteering
- Flexible volunteering during weekdays, evenings or weekends
- Complimentary tickets for personal use (conditions apply depending on the event)
- Free tea or instant coffee whilst on volunteering duty
- Free parking whilst on volunteering duty
- A range of social events including coffee mornings, summer BBQ and Christmas party
- A regular volunteer newsletter to keep you updated

To receive an application form or if you have any queries, please contact our volunteering team:
fm.volunteer@farnhammaltings.com

Thank you for your interest in volunteering at the Maltings - we look forward to hearing from you!