**Carnegie Theatre Trust (Workington)**

***The team behind the Carnegie Theatre & Arts Centre, Workington***

**Role:** Maintenance Volunteer

**Reports to:** Technical Manager

**Hours: To Be Agreed**

**Term:** N/A

Carnegie Theatre Trust (Workington) is an independent charity that runs the Carnegie Theatre & Arts Centre. The Trust’s purpose is to ensure we strive to improve the quality of the welcome and the service we give to everyone, on-stage and off.

**Overall purpose of job**

To provide effective support to the Technical Manager in the delivery of a comprehensive maintenance plan across the building.

**Direct Reports:** None

**Principle Responsibilities**

**Maintenance**

1. Participate in the maintenance of the building and equipment.
2. Undertake specific maintenance, repair and project work as and when required within the capabilities of the post holder, complying with Health and Safety requirements.
3. Provide maintenance and repair support to other members of the team.
4. Assist in the preparation of a planned maintenance programme.
5. Carry out any other duties appropriate to the post and as requested by theatre management.

**Customer Focus**

1. Deal with enquiries and complaints from members of the public, user groups and other sources in a positive and receptive manner, escalating such matters when necessary.
2. Develop and maintain effective functional relationships with colleagues, volunteers, trustees and specialist advisors, the public and relevant external agencies to include arts organisations, promoters, performers and facility hirers.

**Generic Responsibilities**

1. Adhere to the Trust’s policies on disciplinary and equal opportunities.
2. Co-operate with and support corporate procedures and initiatives, including appraisal and staff training and development.
3. Contribute throughout to the promotion of the Trust and to the furtherance of its Aims and Objectives.
4. At all times treat customers and colleagues with politeness, respect and consideration and promote customer care throughout.

**Health & Safety**

1. Ensure compliance with all statutory guidance for Fire, Security, Health and Safety and Emergency policies, relevant licensing laws and regulations.
2. Acquaint themselves with the Trust’s Health and Safety Policy and to ensure that it is practised at all times.
3. Ensure any equipment, device or clothing provided by the Trust intended to safeguard employees against risk of injury or ill health is kept in such a manner as to ensure its effectiveness.
4. Report all accidents, dangerous occurrences and near misses to the person who is immediately senior to them or to the person to whom they normally report.
5. Co-operate with the Trust in meeting its statutory obligations with regard to Health and Safety at Work Legislation.