



Volunteer Application Pack



Volunteer Box Office Assistant Roles
Volunteer Front Of House Steward Roles





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Volunteer for the Carnegie Theatre Trust?

“Firstly, thank you, thank you for your **interest in these volunteer roles with the **Carnegie Theatre Trust.**”**

Just by taking a pack to read means the world to us. That people would consider giving their time and consideration to us is the greatest compliment we could ever receive and says a lot about who you are.

We aim to give every volunteer something back, people’s time is a priceless gift to receive and the way we use this time should benefit everyone involved. We can give you a sense of fulfilment you cannot get anywhere else, seeing people’s smiles as they purchase a ticket, sensing the buzz of excitement as people arrive for a show and the sheer enjoyment of a show, experienced by all, that couldn’t go ahead without your help is a great feeling but only one of the benefits of volunteering with us.

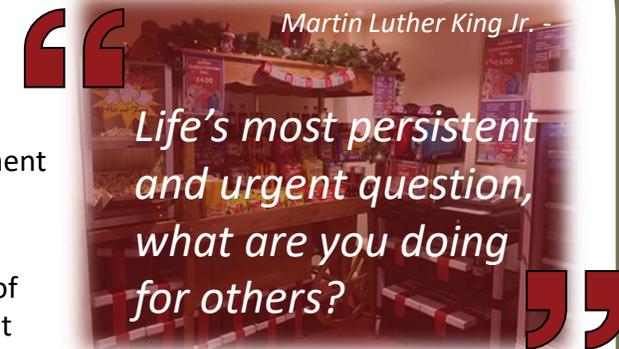
The intelligent way to be selfish is to work for the welfare of others.

- The Dalai Lama

We aim to give you back, not only a sense of satisfaction from your role but a feeling of achievement by developing and utilising your skills. We want you to meet new people, make friends, try out new roles, learn more about our theatre, our charity, our community and to take those skills that are transferrable to help you find a job or just to use them in everyday life to make a stronger, more confident you.

We want to help you achieve all your personal goals, we want to help give you the experience to find a new job, get to grips with technology and computers or even just give you something to look forward to doing, whatever the reason you are volunteering for we want you to feel part of the Carnegie team, our Carnegie family!

You will also be helping to support a worthy charitable organisation that looks to bring entertainment and education to the local community.



Volunteer Box Office Assistant Role:

We are looking for volunteers that have a fun and friendly attitude, enjoy a good natter now and then with our regular customers and the general public but are not afraid of knuckling down and working hard to support our admin team in the effective creation of contracts, documentation and files.

As front line staff, Box Office Assistants welcome and help our visitors; hand out pre-paid tickets; take money for tickets under a manual or automated box office system, ensuring the smooth and efficient running of the box office alongside the box office assistants and box office manager.

You will provide exceptional customer service by helping customers with a range of different queries and concerns, someone that loves problem solving would find this role rewarding, however, our full-time staff will be on hand to support you in any case.

Box Office Assistants must perform all duties to a high standard of customer care in attitude, approach and appearance.

You must be able to work independently or as part of a team.

Any previous ticket office, corporate social media or customer service experience would be desired but full training will be provided.

You may be asked to attend an interview, arranged on review of your application, please note our equality, diversity and inclusion information on the previous slide.

If successful at interview you will be invited for induction and training shifts.

We ask that any volunteers look to support us with a minimum of 2 shifts per month

Volunteer Front Of House Steward Role:

We are looking for enthusiastic individuals that have a passion for arts, theatre and entertainment.

We want people to join our voluntary team that will represent our theatre to the highest standard, who put safety and security of other people as their utmost priority while doing so in a polite and friendly manner.

As frontline staff, Front of House Stewards help ensure our patrons have a positive and enjoyable experience from the instant they enter our venue to the moment they leave.

The main duty as a Front of House Steward is to assist our audiences into and out of the auditorium or bar, and responsibilities will vary from each performance.

Stewards must perform all duties to a high standard of customer care in attitude, approach and appearance.

A basic knowledge of Health & Safety regulations would support your application along with good communication skills, good time keeping and attendance (if any previous work experience).

Please be aware that the role can be a physically demanding one, and there will be times when you are standing for significant periods of time.

You may be asked to attend an interview, arranged on review of your application, please note our equality, diversity and inclusion information on the previous slide.

If successful at interview you will be invited for induction and training shifts.

We ask that any volunteers look to support us with a minimum of 2 shifts per month.



We often get questions like these...

“Why should I volunteer?”

“What’s the point of unpaid work?”

“By volunteering am I just doing someone’s paid job for free?”

“What do I get out of it?”

Benefits to us, the Theatre

Volunteer work isn’t for everyone but it has huge impact on us as a Theatre.

Without voluntary work we could not exist, there would be no local theatre, music centre or concerts.

We hire paid staff for full-time roles but the events, limited by capacity, mean that paying a team of part-time event support would increase costs too much and ticket prices would increase massively to the point that people would struggle to afford them. We **NEED** your help!

Benefits to you, the Volunteer

There are many benefits to volunteering and 10 of those reasons are noted in the diagram to the right.

Not every reason to volunteer will benefit you in your current circumstance and in some situations there are limitations to volunteering such as working long hours, having family responsibilities or any number of other instances can prove difficult to justify volunteering.

Those that do apply to volunteer are doing so because the benefits volunteering outweigh any of their personal or professional limitations.

Click on one of the 10 reasons to volunteer to find out why it may benefit you or click the middle of the diagram to skip through and meet our team.



DEVELOP TRANSFERABLE SKILLS

Employers are looking for skills that are easily transferred to different areas, like teamwork, interpersonal communication, public speaking, time management, leadership, organisation, analysis, computer skills, problem solving and creative thinking.

Learning to be dependable and responsible, in a place of work, will prepare you to be a good employee.

As part of the Carnegie voluntary team you will be given ample opportunity to develop your transferable skills within either our office environment or in one of our event spaces.

Not only will we support you to develop your employability but also your confidence, independence and your social skills.



Click the middle of the diagram to skip through and meet our team.



BUILD YOUR CV

If you've never had a job, then volunteering is a perfect way to add work-related experience to your CV. Even if you have had multiple jobs, volunteering can benefit you because it shows the employer you are serious about getting involved and improving your skills.

If there is an area of your CV you wish to improve we can look to support you. We have customer service, computer admin, cash handling, security and safety related roles available that would look great to employers looking through your CV.



Click the middle of the diagram to skip through and meet our team.



NETWORKING

Having contacts in the business world may lead to jobs. Interacting with different people in a volunteer setting could open doors for you as an applicant.

At the Carnegie we have thousands of people coming through our doors every week and you have the opportunity to engage, help and support them during their visit.

You can make acquaintances through your role and make a great impression on many of West Cumbria's top employers, who come to see a show.



Click the middle of the diagram to skip through and meet our team.



LEARN THINGS YOU CAN'T LEARN IN THE CLASSROOM

Be exposed to different parts of the community, different cultures, beliefs and values. Learning about new things can shape a path. Plus, you will be able to see how things you may have learnt in the classroom apply to the real world.

We find that the volunteer roles we offer can be challenging and ultimately rewarding.

You will be trained to deal with customer concerns, evacuation procedures and security concerns that can be explained in theory but being a part of those situations really does give you an experience you cannot get through education.



Click the middle of the diagram to skip through and meet our team.



MAKE NEW FRIENDS

Who wouldn't want another opportunity to make more friends?

You may see the same people every day at university, colleges, at the shops, at bingo or just following your normal routine but volunteering will expose you to a different crowd, most likely with similar interests.

You would become a part of our large volunteer team who arrange plenty of social events throughout the year away from their responsibilities at the theatre.



Click the middle of the diagram to skip through and meet our team.



GET A REFERENCE

Getting that first job can be difficult, especially without work experience.

Employers always check references and having someone else who can speak about your work ethic and abilities can be valuable.

Make sure you treat any volunteer opportunity like a job by being on time, asking for time off and providing ample notice when you decide to leave.

Anyone that treats our volunteer roles with respect will receive a glowing reference if required.



Click the middle of the diagram to skip through and meet our team.



EXPLORE CAREER OPPORTUNITIES

It's hard to know what you want to do with your life by reading a job role.

There are many assessments and tools to help in this process but volunteering can be just as effective.

You will see first-hand what professionals in our various fields do.

You may have an eye-opening experience that gives your life different direction.

We will give you any opportunity we can to help you find your career path with catering, technical, sales, customer service and hospitality departments all operating within our building and voluntary support in all areas is always appreciated.



Click the middle of the diagram to skip through and meet our team.



DO SOME GOOD

Volunteering allows you to get involved with a worthy cause and potentially change lives and make a difference.

You will learn to have empathy, to see the enjoyment you can bring to peoples lives and to see the world from a different perspective.

Remember the money made by the trust is reinvested into other projects such as our summer schools, music centre's and choir for children and adults to give them opportunities, give them social interaction, give them something they can't get elsewhere else in West Cumbria.



Click the middle of the diagram to skip through and meet our team.



VOLUNTEERING ISN'T A FULL-TIME COMMITMENT

Volunteer hours can be minimal.

Part-time on weekends or during the week will still help you accomplish your volunteer goals.

Most volunteer commitments allow you time to still be heavily involved at university or college, to work part-time or to be involved in other social activities in your own personal time.

All we ask is that you commit to a couple of volunteer shifts per month and these will be arranged with you well in advance on a first come first served basis.



Click the middle of the diagram to skip through and meet our team.



YOU WILL ENJOY IT!

It feels good to help other people and know you are making a difference to the community.

You get to experience shows and performances and help others to enjoy them too.

Throughout the year we host several volunteer orientated events for you to come and enjoy, socialise and even have a little dance.

We host these events as a thank you to each and every volunteer that helps to support our cause.



Click the middle of the diagram to skip through and meet our team.



The Carnegie Theatre was built in 1904 as a public library but was converted into a theatre space in 1911. The theatre space operated predominantly as a cinema until the 60's when live music was introduced.



In 1973 the Town Council made the bold decision to convert the former library into an Arts Centre. Further improvements were also made to the Lecture Hall including an extension to the property to provide dressing rooms in order for the building to be used as a theatre.



The Theatre's programme of events was expanded during the 1980's and Monroe's Bar, a live music venue was constructed in 1985. The whole of the Carnegie Theatre and Arts Centre building was listed as Grade II in 1985.



On 1st May 2015 the Carnegie transferred to the charitable trust.

"Our vision is to provide a diverse and accessible range of high quality arts and leisure activities in a welcoming and inspiring environment; service provision and programme will promote social inclusion, interaction and engagement for all ages, shared experiences and opportunities to learn."



Lee Martin-White
Trust Chairman

In 2018 Carnegie Workington Ltd opened the Café Carnegie within the Arts Centre which continues to successfully operate as one of Workington's most popular and beautifully set Café's.



The people you would support

Here are some of the Carnegie's day to day faces.

On a voluntary shift you would report to any one of these individuals who would delegate you your duties.

Each one of these people embody the values of the Carnegie Theatre, they are a fun, friendly and supportive bunch that love what they do and are proud to be part of the Carnegie Family.



Mike Nutter
Hospitality & Facilities Manager
Full-Time



Dan Marsden
Boxoffice Manager
Full-Time



Nigel Roebuck
Technical Manager
Full-Time



Ellen Tew
Café Manager
Full-Time



Laura Payne
Volunteer Boxoffice Assistant



Ellen Leeson
Volunteer Front of House Lead



Lynn Philipson
Volunteer Front of House Lead



Jackie Eve
Volunteer Front of House Lead



Margaret McIntyre
Volunteer Front of House Lead



Margaret Feeny
Volunteer Front of House Lead



Equality, Diversity & Inclusion

The Trust wholeheartedly support equality of opportunity and will work to eradicate discrimination and prejudice both in employment and in provision of services.

The Trust recognises that groups of people do experience discrimination and disadvantage because of their gender, age, race, disability, religion & belief, pregnancy & maternity, marriage & civil partnership, sexual orientation or gender reassignment.

We endeavour to eradicate any form of discrimination, to any individual or group, from the whole organisation and are constantly adapting our workplace to become evermore inclusive.

As a diverse and inclusive workplace, we positively welcome applications from people no matter their gender, age, race including colour, nationality, ethnic or national origin, disability, religion, belief, sexual orientation, gender reassignment, marital or civil partnership status and whether pregnant or currently on maternity leave.

We are committed to making workplace adjustments wherever possible to ensure that anyone can participate fully in the recruitment and selection process.

We will also consider any workplace adjustments to enable any applicants to meet the requirements of the post and strive to go beyond our legal requirements under the Equality Act 2010.



Our new wheelchair compliant ticket office desk situated within our Café space, operational from early 2021.



HOW TO APPLY

Interested in finding out more?...
Want to submit an application?...

Please go to

www.carnegietheatre.co.uk/support-us/volunteer-with-us/
to download detailed Role Descriptions or an Application Form

Or

Email us requesting an application form or further information at:
volunteer@carnegietheatre.co.uk

If you would like to speak to
someone about the role call:

01900 600 705

Ask for:

Mike Nutter
Hospitality & Facilities Manager



THANK YOU FOR CONSIDERING VOLUNTEER WORK AT THE CARNEGIE THEATRE!



Contact Us

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W: www.carnegietheatre.co.uk

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