



VOLUNTEER INTRODUCTION BOOKLET

TABLE OF CONTENTS

Introduction	3
About Us	4
How Can I Help	6
Front of House Usher	7
Bar and Servery Person	8
Technical and Maintenance Supporter	9
Marketing and Print Distribution Assistant	10
Becoming a Volunteer	11
What Happens Next	12
Online Training	14
Code of Conduct	15

INTRODUCTION

Thank you for expressing an interest in volunteering at Taunton Brewhouse.

You'll be joining a dedicated and committed group of over 100 volunteers who support our shows and events Front of House, behind-the-scenes and with our marketing department.

We couldn't run any of our events without the kind support of our volunteers, and we hope that you will find your volunteer experience with us enjoyable and rewarding.

This booklet guides you through the process of becoming a Taunton Brewhouse volunteer. Once you have attended an induction you will receive the full Volunteer Handbook.

Here, you will find everything you need to know about the roles available, and what you can reasonably expect from your volunteer experience.

If you need any reasonable measures to make your experience more accessible, please let us know and we will accommodate where we can.

We look forward to welcoming you to the team!

All costs, information and details herein are correct at time of printing and are subject to change without prior notice.

ABOUT US

Taunton Brewhouse (run by Taunton Theatre Association Ltd., registered charity number 1156472) is a multi-purpose arts venue situated in the heart of Taunton.

We are a receiving house, and welcome visiting companies who put on a range of performances. From music, plays, comedians and talks, to cinema screenings, workshops, classes and exhibitions, our venue is a dynamic hub where creativity flourishes.

We produce one performance a year, which is our annual Christmas musical based on a well-known and beloved story for all the family to enjoy, which runs throughout December.

By volunteering with us, you'll be contributing to our ability to deliver exciting live events, cinema screenings and contemporary art to the county town of Somerset, as well as supporting local artists and creatives.

We have two main performance spaces (350-seat Main Auditorium and 45-seat Studio), and host annual outdoor productions at locations around Taunton, including Castle Gardens and Hestercombe House.





ABOUT US

As a charity, we rely on the help of volunteers to support our Duty Management and Duty Technician teams with the efficient running of performances and events.

In short, we literally couldn't run our business without you!

TTA Ltd. appreciates the help of all our volunteers and is committed to providing a supportive and welcoming environment to all staff, volunteers and customers.

Volunteering is great way to meet new and interesting people, make new friends, gain the opportunity to learn and develop new skills, and increase your self-confidence and sense of purpose.

As a part of this team, you will join our engaged volunteer community to help us create an environment where people from all walks of life can come together to share the joy of creativity, connection, and cultural discovery.

HOW CAN I HELP?

We have four volunteer roles available for enthusiastic and friendly people:

Front of House Usher

Bar and Servery Person

Technical and Maintenance Supporter

Marketing and Print Distribution Assistant



FRONT OF HOUSE USHER

1-4 volunteers on duty per show

**Shift pattern: Primarily evenings and weekends,
some daytimes (event permitting)**

Front of House is an often-overlooked area of event management, but as a public facing member of the team, our Ushers are instrumental in encouraging audiences to return to the theatre again and again.

Friendly and enthusiastic, Ushers work as a team to look after customers from the first 'hello' to the last 'goodbye'. They have excellent communication skills and are welcoming and knowledgeable.

Ushers act as the Duty Manager's eyes and ears. It is your job to watch the audience during the performance and ensure that everyone is having a safe but enjoyable experience.

Responsibilities

- Answer audience queries about the show
- Ensure any complex audience queries are dealt with in a professional manner and escalated to the Duty Manager where necessary
- Check tickets and ensure audiences are safely seated
- Assist patrons with access requirements if needed
- Look after the safety and wellbeing of audiences by enforcing venue regulations where required (e.g. no photography and filming, directing latecomers to their seats, asking audience members to sit down during a performance etc.)
- Act as an evacuation marshal in the event of a fire alarm activation
- Sell interval ice creams or merchandise
- Keep the venue clean and tidy by collecting and washing reusable glasses
- Help promote upcoming events at Taunton Brewhouse
- Make the audience want to come back!



Ushers also have the option to train on the servery to support the bar team during busy performances (see page 8 for responsibilities).

BAR AND SERVERY PERSON



1-5 volunteers on duty per show

**Shift pattern: Primarily evenings and weekends,
some daytimes (event permitting)**

As a key area of income generation, Bar and Served People are an important element in ensuring the financial success of the business. They serve drinks and snacks to our customers pre-show and during the interval and are comfortable with cash handling.

Polite and efficient, Bar and Served People are calm under pressure, enjoy the rush of a busy environment, and pride themselves on their cleanliness. A perk of the role – Bar and Served People may have the opportunity to leave before the show has finished once everything has been restocked and cleaned (at the discretion of the Duty Manager).

Responsibilities

- Serve a range of hot, soft and alcoholic drinks and snacks to customers
- Restock the product displays and fridges to ensure all products are visible and tidy
- Process till sales accurately on our Point-Of-Sale system through cash and card payments
- Check ID and verify ages where needed, implementing the Challenge 25 retail strategy (more information is provided in the training manual)
- Collect and prepare interval drink orders, ensuring orders are accurate and well-presented
- Operate either the Bar or the Served (event dependent)
- Complete and document opening and closing cleaning tasks at the start and end of every shift



TECHNICAL AND MAINTENANCE SUPPORTER



1-5 volunteers on duty per shift

Shift pattern: Primarily evenings and weekends, some
daytimes (event permitting). Maintenance and
exhibition hangs are always daytimes.

The unseen heroes of the theatre world, Technical and Maintenance Supporters work backstage to assist shows from behind the spotlight.

Meticulous and multi-skilled, Technical and Maintenance Supporters work together to make sure visiting companies are settled in the venue to ensure the show goes up on time. Training will be provided if you're interested in learning how to operate a sound or lighting desk.

As TTA Ltd. take on more responsibility for the upkeep of the building, Maintenance volunteers will support our Building and Services Co-ordinator to repair, paint and decorate all areas of the building. General skills in DIY, repair work and construction are useful for this role.

Responsibilities

- Work with technicians to ensure smooth running of performances
- Help with building maintenance to ensure all areas of the venue are well-lit, health and safety compliant, and presentable
- Assist with pre-rigs, get-ins and get outs
- Operate the sound and lighting desks during performance (training provided)
- Assist with the hang and take downs for exhibitions in the gallery
- Build set for our annual Christmas production



MARKETING AND PRINT DISTRIBUTION ASSISTANT



1-2 volunteers for community events

1 volunteer for distribution shifts

Shift pattern: Primarily weekend daytimes for community events, distribution shifts at your own leisure.

If people don't know about our events, we wouldn't have any audience to show them to!

Outgoing and knowledgeable, Marketing and Distribution Assistants help distribute brochures and flyers to venues and businesses in the local area, ensuring that as many people as possible know about the fantastic events taking place at Taunton Brewhouse.

If you'd like a role that involves travel and interacting with people, then this one is perfect for you.

Front of House Ushers, Bar and Servery People, and Technical and Maintenance Supporters are welcome to pick up marketing distribution shifts additional to their other duties.

Responsibilities

- Help raise awareness of our exciting programme of events
- Deliver flyers and brochures for select campaigns to shops, businesses, and community groups in your local area – all at your own pace
- Assist with community events, such as Taunton Flower Show, Taunton Pride, Taunton Carnival, and many more to promote Taunton Brewhouse's activities – as well as free admission!



BECOMING A VOLUNTEER



WHAT HAPPENS NEXT

If you are reading this document – congratulations! You are already one step closer to becoming a Taunton Brewhouse volunteer. So, how you do complete the process?

1. Attend Induction Meeting

You will be invited to attend an induction meeting (approx. 30 minutes) with a member of the volunteer administration team where we'll mutually assess your suitability for our available roles. This is your opportunity to ask any questions you might have about volunteering with Taunton Brewhouse.

At the end of the meeting, you'll be asked whether you'd like to proceed with the process of becoming a volunteer. If, at this stage, you think the role is not for you, we will understand, and we can end the process here.

2. Read Full Volunteer Handbook

If you're happy to proceed, we'll send you the full volunteer handbook for you to read at home at your leisure. Here, you'll learn what you'll wear, who you'll meet, and how you can make an impact as a volunteer.

3. Sign the Volunteer Agreement

Once you're happy, you'll sign and return the volunteer agreement to us and begin your training. We'll also process your personal and emergency contact information via our event management system Sonic EMS in accordance with our Data Protection policy.



WHAT HAPPENS NEXT

CONTINUED...

4. Training

You'll be invited to complete the following training to ensure you can carry out your chosen role safely and effectively with full confidence:

Read Volunteer Training Manual

A copy of the training manual will be sent to you, and we recommend reading this before the start of your first shadow shift, so you are adequately prepared for your role. Fill in the short quiz at the end of the document to assess understanding, and email your answers to your volunteer lead.

In-person training

We run monthly in-person training sessions to give you an opportunity to learn the role away from the audience to enable you to meet the standard we expect from volunteers. This includes what to do in an evacuation or First Aid emergency, an introduction to customer service, and practical demonstrations.

Technical and Maintenance training includes annual and in-person training as required. Each show, project and task will have its own associated toolbox talk to ensure everyone fully understands all work taking place.

Online training

We will send you links to complete online training modules pertinent to your role. Details of all training required for each role are listed on the following page. If you require support to complete this training, please let us know.

Shadow shifts (minimum of 3 shadow shifts per role)

Front of House volunteers will shadow one of our experienced volunteers to gain hands on experience in the role (signed off by the Duty Manager to confirm attendance). Technical Supporters will shadow our technicians to learn the lighting desk, sound desk, and rigging.

Once you have completed all training requirements, you will become a Taunton Brewhouse volunteer.



ONLINE TRAINING

Online Training Course	Front of House Usher	Bar Person	Technical Supporter
Health & Safety Awareness	✓	✓	✓
Manual Handling	✓	✓	✓
Fire Safety Awareness and Warden Duties	✓	✓	✓
Awareness of Mental Health, Dementia and Learning Disability	✓	✓	✓
Handling Violence and Aggression	✓	✓	✓
Preventing Slips, Trips and Falls	✓	✓	✓
Top Tips to Prevent Sexual Harassment	✓	✓	✓
Safeguarding Children Awareness	✓	✓	✓
Selling and Serving Alcohol Awareness	✓	✓	✗
Asbestos Awareness	✗	✗	✓
Personal Protective Equipment	✗	✗	✓
Hand Tools and Your Safety	✗	✗	✓
Lifting Operations and Equipment Awareness	✗	✗	✓
Working at Height	✗	✗	✓

CODE OF CONDUCT

We want everyone to have a positive experience when visiting, volunteering, or working for Taunton Brewhouse. We expect our volunteers to treat other volunteers, staff members, and audiences with respect.

We expect you to perform your role to the best of your ability and to follow our procedures, including health and safety and equal opportunities, and to comply with all extra procedures set forth after your commencement.

Volunteers should be friendly and collaborative and should not try to disrupt the workplace or present obstacles to others.

We have a zero-tolerance policy in respect of aggressive verbal, physical or sexual behaviour towards anyone on the premises, and we forbid drug-taking and alcohol consumption while you are on duty. Any such behaviour, or reasonable suspicion of such behaviour, may result in an immediate rejection from the premises, as well as termination of your volunteering experience.

Volunteers are our main point of contact for many of our audiences, so we expect volunteers to be positive and supportive, and ask that you do not speak negatively about any aspects of the work being done by TTA Ltd. in the presence of audiences or clients while you are volunteering.

You can expect us to treat you in accordance with our Equality and Diversity Policy (see page 27).

Respectful Behaviour Expectations

- Speak to each other with respect at all times
- Give feedback clearly, calmly and professionally
- Assume good intent while remaining accountable
- Listen without dismissing others
- Respect differences in working style, identity and experience
- Avoid gossip, cliques, or undermining behaviour
- Treat everyone fairly and with equal respect, regardless of role, seniority, or whether they are company, staff or volunteers

We will not tolerate:

- Bullying, intimidation, shouting, or humiliation
- Passive-aggressive behaviour or silent punishment
- Discriminatory language or behaviour
- Sexual harassment or inappropriate comments
- Threats (direct or implied), including threats to someone's job or reputation
- Excessive blame culture or scapegoating
- "Jokes" that are cruel, personal, or exclusionary

STILL INTERESTED?

If you are still interested in becoming a volunteer at Taunton Brewhouse please send an email to volunteer@tauntonbrewhouse.co.uk expressing your interest. We will then arrange a date for you to attend an induction.

We look forward to welcoming you into the team!

