**Who are we and what do we do?**

As you may know, North Devon Theatres’ Trust is a registered charity (number 1027553) and we run two professional theatres – the Queen’s Theatre in Barnstaple and the Landmark Theatre in Ilfracombe.

***“We believe in the power of the arts to change people’s lives for the better”***

Our objective is to provide events, activities and facilities for the improvement, development and enjoyment of arts and culture across the North Devon region for all members of the community whatever their ability, interest or background, whether as a participant, audience member or artist and also to appeal to visitors to the area.

To do this, we provide a varied theatre programme, special projects, one-off artistic residencies and our own in-house performing arts classes and workshops.

We would not be able to present our high quality programme, education projects, festival events or museum projects without the generous support of our funders. Each year we need to raise over £500k from donors, sponsors, grant makers and charitable trusts and foundations to make our work possible.

**Maintenance Team Volunteer**

**What would you do?**

As a volunteer in our maintenance team you would be part of our busy and experienced Front of House department. The role of our maintenance team is varied and duties range from painting, heavy cleaning (high pressure water), small carpentry work, basic plumbing, carpet cleaning, lamp rounds.

The work schedule would be planned and organised and supervised by our Front of Managers and the Technical Services Manager.

Opportunities exist at both of our venues - the Queen's Theatre in Barnstaple and the Landmark Theatre in Ilfracombe. Our maintenance team can specify a venue that they would like to volunteer in or can get involved in both locations.

**Why should you join our team?**

* You have an interest in the Arts and would like the opportunity to learn new skills.
* You would like to do something for your community and see some great shows and events.
* You like face to face contact with the general public, being amongst like-minded people and would like to make new friends.
* You would like to share your existing skills and experience to benefit the organisation.

**Do you need experience?**

Some experience is necessary and a good knowledge of basic Health and Safety regulations. Some training will be given as necessary.

**How does it work?**

The maintenance schedule covers our two venues and tasks are shared amongst our volunteers according to availability, skills and locations. We ask our volunteers to help a minimum of 3 hours a week.

**Role Description:**

**Role:** Maintenance Team Volunteer

**Reports to:**  Duty Manager/Technical Services Manager

**Hours:** When possible (minimum 3 hours per week)

**Purpose of the post:**

To provide efficient and effective caretaking support to North Devon Theatres ensuring the general appearance of the buildings and surrounding areas are maintained and refurbished in accordance with the required standards.

**Key responsibilities:**

1. **General Maintenance**
* Painting and decorating – as required
* Joinery – First line maintenance of fixtures and fittings( i.e: maintenance on door handles, minor repairs, putting shelf up).
* Plumbing – un-blocking sinks, traps and waste pipes.
* Clearing and organising spaces, rooms..and to dispose of waste materials in a safe, hygienic manner ensuring that it is available for collection as required.
* To support the technical department with the lamp round across the building.
* Auditorium – to replace and repair auditorium seats.
* Carry out grass cutting and some grounds maintenance.
* To undertake the resealing and polishing of floors at the Landmark Theatre (wood and marble flooring)
1. **Safety**
* To be thoroughly conversant with the emergency procedures and all fire exit routes, and to be ready to implement procedures if necessary.
* To be physically able to assist in carrying out emergency evacuation procedures.
* To attend a minimum of one evacuation training session a year.
* To maintain awareness of the safety of the public throughout the session.
* To be familiar with the procedure for requesting first aid or security.
* To be vigilant at all times, with regard to the safety and security of customers, colleagues and yourself and to alert the Duty Manager of any problems quickly and clearly.
1. **Customer service**
* To give customers accurate information, correct directions and effective assistance and help as required in all parts of the venue.
* To comply with all relevant policies and house rules.
* To have a good knowledge of the forthcoming programme and exhibitions.
1. **General**
* To carry out any reasonable request as required by the Duty Manager.

**Uniform / Equipment:**

* NDTT will provide PPE when required
* Volunteer are asked to provide their own clothing that is adequate for the required task.
* Equipment will be provided and kept on site in a secure area.

**Conduct:**

* When on site, our volunteer maintenance team are representing North Devon Theatres and are expected to adhere to the House Rules. Eating, drinking alcohol and the use of mobile phones are not allowed whilst on duty.

**Essential Skills, Abilities & Experience:**

* Enthusiasm for promoting and representing North Devon Theatres.
* Basic knowledge of basic general maintenance.
* Basic knowledge of Health and Safety regulations.
* An ability to work effectively in a pleasant manner alongside customers and other member of the team.
* Good communication skills, including the ability to understand and respond to written and spoken instructions and briefings.
* Ability to work on your own.
* A good track record in attendance and the ability to maintain this.
* Good timekeeping with the ability to volunteer flexible shifts on a consistent, reliable basis.
* Confidence and physical ability to be able to carry out some physical tasks.
* Ability to handle pressured situations.
* To ensure a high standard of personal presentation and appearance.

**If you are interested and would like more details, please contact Jemma Wheeler (Senior Front of House Manager)**

**t: 01271 327 357**

**e:** **jemma.wheeler@northdevontheatres.org.uk**