

## **Miracle Worker:**

### **Role Description and Volunteer Profile**

#### **About Miracle Theatre**

Miracle Theatre is Cornwall's longest running and most prolific touring company, visiting unique places and spaces across Cornwall, the Isles of Scilly and the South West of England. We reach audiences of 15,000 per year, making a significant contribution to the distinctive culture of Cornwall and sustaining the creative careers of numerous local artists. Miracle is one of nine Arts Council England National Portfolio Organisations (NPOs) in Cornwall.

Our volunteers, also known as Miracle Workers, are an essential part of our theatre delivery across Cornwall and the South West. As a charity we usually deliver two shows a year, one being a summer touring show of circa 50 performances (covering Cornwall and the South West) and a Christmas show throughout December, performed at the Princess Pavilion in Falmouth. There are also additional projects in the community which may require volunteers, such as our collaborations with Great Estate Festival, Miracle Theatre's Quizzards, or Made In Cornwall Scratch Nights.

#### **Miracle Worker (Miracle Theatre's Events Volunteer)**

##### **Role Description**

- Help guests to their seats, signpost to facilities and make yourself available to answer questions
- Enhance all aspects of the visitor experience on the evening (in the pre-show, during the show, and after performances)
- Assist with income generation for our charity by hosting the merchandise stand and promoting the sale of programmes – with awards to be won!
- Help with the set-up of Front of House, and keeping the area clean and tidy
- Assist with car park stewardship (dependent on experience)
- From time to time, the touring company (actors and technicians) may want your help with refreshments
- Help raise awareness of Miracle Theatre's work as a charity
- Opportunities to help with get-in and get-out of theatre sets (manual handling)
- And finally, generally provide event support and capacity to the team as required

Where the core team are not in attendance and/or we don't manage the box office, our volunteers will be responsible for setting up the merchandise stand, programme sales and cash handling on the evening – full training will be provided to all volunteers.

During performances, you can normally sit back and enjoy the show!

##### **What can we expect from you?**

- Take a friendly, customer service centric approach
- Be kind, considerate and supportive to visitors and the team
- Self-management and happy to set up and pack away as required
- Able to enhance the experience for visitors and touring crew alike

- Interest in and enthusiasm for Miracle Theatre's work as a charity

### What can you expect from us?

- A welcoming volunteer environment
- Resources and tools needed to complete the role
- Training and ongoing support
- An annual volunteer celebration event
- Annual volunteer awards

### Person Specification:

- Enjoys performing arts
- Values people's opinions
- Able to handle money
- Reliable and honest
- Confidence to contribute ideas
- Works well within teams
- Willing to learn new skills
- Well organised
- A creative person
- Importantly, enjoys working outdoors in all weather conditions

### Opportunities:

- Opportunity to support a professional theatre company
- Opportunity to be a part of something for the good of the community
- Opportunity to meet new people and have new experiences
- Opportunity to learn, grow and develop event management skills
- Opportunity to gain experience and make contacts in the industry

### Induction and Training

There will be an induction session delivered by the Miracle Theatre team. This will include:

- The role of the volunteer
- An introduction to other staff and volunteers
- Access to all relevant policies such as Health and Safety and Code of Conduct
- Any relevant Safeguarding training
- Induction to the role, and any relevant training
- Role description and volunteer agreement

### Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All volunteers can claim up to £5 a day to cover out-of-pocket expenses, including travel to and from the event, and can also include food if your volunteer shift is longer than 4 hours. In order to claim expenses, an expenses form must be completed and returned to the main office with relevant receipts.

### Support

Our team will offer support to our volunteers throughout. There will be a briefing/induction at the beginning and a debrief at the end. Our staff are happy to book in additional meetings with volunteers to discuss any problems or issues that may arise.

### Managing Absence

If you are unable to attend a session at short notice, we would appreciate it if you called the designated contact number of the volunteer coordinator at your earliest opportunity, stating the reason for your absence and the possible duration of your absence, if on-going. For all other absences, or if you cannot get through to the designated volunteer coordinator, call the Office on 01209216762 or email [office@miracletheatre.co.uk](mailto:office@miracletheatre.co.uk) (please note these are only monitored during office hours Mon-Fri 10am-4pm).

### **Insurance**

By signing an agreement all volunteers are covered by our Employer's Liability Insurance. Signed Agreements agreement between Miracle Theatre and the volunteer is entirely voluntary and does not imply any contract. Both parties are able to end the volunteer agreement at any time without notice.

***Volunteers perform Miracles, ensuring Miracle can perform Theatre!***