



ROLE PROFILE

Volunteer Accessibility Assistant

Overall Purpose

To provide pre-booked personalised and agreed support and assistance to those customers on request, and on occasion provide other ad hoc assistance. To be proactive in providing support to all patrons and deliver a consistent, and outstanding service to customers of Town Hall and Symphony Hall.

Key Accountabilities

- To provide a first class welcome to customers, through appropriate body language and engagement/communication.
- To meet and greet our customers at the agreed time and location to discuss and agree the support required.
- To provide support in enabling customers to access seat/s, refreshments, merchandise, facilities etc.
- To enable the co-ordination of egress from the hall and into awaiting transportation.
- To support the team in ensuring Health & Safety regulations are complied with, maintaining exit routes and ensuring exit doors remain unobstructed and addressing any safety hazards which may arise as necessary.
- Address any concerns about unsafe or anti-social behaviour escalating concerns through to the Duty Manager.
- To handle all enquiries and communications in a calm, professional and courteous manner.
- To ensure THSH policies are adhered to, responding calmly to all requests, escalating any issues or concerns through to the Door Supervisor or Duty Manager.
- Remain vigilant during the performance to ensure customers safety, comfort and enjoyment of the event.
- Ensure a professional image at all times, including uniform, and dressing in accordance with THSH standards.

Skills and Experience

A volunteer will need to have the following;

- Sufficient movement and mobility to support customers in accessing all areas of the auditoriums, sometimes in areas where space is restricted; the wider venue; and on occasion escorting customers into vehicles etc. This could include lifting and carrying equipment and personal items.
- Some experience in a customer service environment.
- An awareness of health and safety issues.
- Enjoy working with and interacting with people, taking real pride in enhancing the customer experience.
- Adaptable and flexible in approach to shifts worked and the tasks undertaken.
- Excellent communication skills, and;
- An interest in the performing arts.

Reporting to: Head of Customer Services

Department: Operations, Front of House

Contract type: Volunteer agreement

Salary: None applicable, free car parking available

Location: Birmingham