



VOLUNTEER STEWARDS ROLE DESCRIPTION

Thank you for your interest in stewarding at Shakespeare's Globe. This role description has been designed to provide you with full details about the volunteer steward role, to help you decide if it suits your abilities, interests and availability. Please note that all applicants must be a minimum of 18 years old.

Duties and Responsibilities:

To perform a vital role as the public face of Shakespeare's Globe during our performances and events, ensuring that our patrons have a positive, enjoyable and safe experience.

- Provide a high level of customer service
- Check tickets and show patrons to their seats
- Sell programmes, rent cushions, seatbacks and blankets
- Stand and monitor the behaviour of the audience during performances
- Ensure that all audience members comply with the Globes specific rules and regulations
- Deal with audience related enquiries and problems
- Understand and carry out the evacuation procedure if necessary

Desirable Qualities:

- An interest in theatre and the arts
- Well presented, friendly and polite
- Punctual and reliable
- Flexible and adaptable
- Experience of dealing with customers in a busy environment
- Willing to take responsibility during an emergency evacuation and able to maintain a calm attitude during such an incident

Time Commitment:

We ask you to commit to a minimum of 12 shifts during the theatre season, which runs from late April to early October.

An average shift lasts approximately 4 hours, with call times being 12.55pm for a matinee, and 6.25pm for an evening performance (Sundays one hour earlier).

Benefits:

Stewarding is great fun and on becoming a steward at Shakespeare's Globe you will become part of a large and diverse family, ranging from students to the retired and encompassing people from almost every profession, as well as those currently between jobs. You will also get to welcome and interact with people from all over the world in the knowledge that you are making a valuable contribution to the Globe project.