



Thank you for offering to be a “Bright Spark” at The Lights in Andover.

People volunteer for a range of reasons. You may have a particular interest in the arts, you may want to give something to your community, you may want to meet new people and make new friends. Whatever the reason we will be pleased to welcome you and do our best to ensure that you find the experience fulfilling.

We anticipate that volunteers will be offered a variety of tasks including work in the:

- Box Office *
- Coffee Shop
- Front of House duties & Cloakroom*
- Workshops
- Outdoor Events – from time to time there may be opportunities to help at large scale outdoor events organised by The Lights team.

If however, you have a specific skill please let us know.

As a **Bright Spark** you may dip into any one of the tasks above and in return we will be pleased to offer small incentives to say a big thank you.

Theatre Tickets	For every six hours volunteer work you undertake you will be entitled to one free theatre ticket, valid for selected shows.
Social Events	We hold a range of informal social events throughout the year when you will have the chance to meet and get together with other volunteers.
Prizes	Volunteers will be entered into monthly prize draws with the opportunity to win a variety of prizes including gift vouchers for local stores.
Training	The opportunity to learn skills and train in an area in which you may not have worked before.
Refreshment	Whilst on duty you are welcome to unlimited tea and coffee (at the appropriate times).

Working as a volunteer you will be working with core staff including:

Heather Whittam	Director	Tracey McKenzie-Robinson	Marketing and Audience Development Manager
Rob Sewell	Operations Manager	Faye Perkins	Arts Officer
Sharon Vennall	Duty Manager	Steve Hysted	Duty Manager
Lacey Potter	Finance Officer	Heather Moore	Sales & Marketing
Tara Woodhams	Sales & Marketing	Chris Ashe & Kate Lark	Box Office

The Lights, West Street, Andover, Hampshire SP10 1AH

music theatre comedy dance education conferencing

BRIGHT SPARKS

..... IN THE BOX OFFICE*

Opening Hours Mon - Fri 10am – 5pm and 6.30pm -9pm	As the first point of contact for visitors to The Lights working in the Box Office will put you at the very centre of our business. Working in the Box Office is divided into two different areas: daytime and performance times (usually evenings).
What will I need to do this work?	You'll need excellent customer service skills and a good telephone manner. The ability to handle cash and information accurately is important.
Day-time shifts	Using Databox software you'll be responsible for selling tickets and taking bookings for workshops etc. You'll also be trained to provide general information about The Lights and complete other reception duties. We do however, need you to make a regular commitment to this area of work.
Evening shifts	Very similar to day-time duties, except that the scope is much narrower. Working at performance times, you'll almost exclusively be dealing with tickets and information for the performance concerned. It is often much busier than the daytime, but does not involve dealing with such wide issues. We do not need such a regular commitment for evening work, although we do recommend that you do at least one shift per fortnight – to remain familiar with the software. Evening shifts are usually from 6.30pm to 9.00pm.
Is training provided?	We'll provide full one to one training in the software. No previous computer experience is necessary although experience of the windows environment and keyboards skills would be an advantage.

..... IN THE COFFEE SHOP

Opening Hours Mon - Fri 9am – 5pm	The Coffee Shop is open from Monday-Saturday from 9am - 5pm. Your shift will normally be from 10am - 2pm to cover the busy lunchtime period.
What will I need to do this work?	You'll need customer service skills, a warm and friendly manner, the ability to work under pressure and be conscientious about hygiene. Some prior experience would be useful but not essential. For this role you will not be expected to handle cash, as you will be primarily serving food and clearing tables.
What will I be asked to do?	For this role you will be asked to serve food and drink, clear away tables and to make sure everything is washed and put away. You will be working alongside the regular Coffee Shop staff
Is training provided?	You will be given training to work in this area and will be briefed on correct emergency procedures.

..... FRONT OF HOUSE*

Performance times as necessary.	Front of house volunteers are the welcoming face to our visitors. This could involve working as an Usher or in the cloakroom .
What will I need to do this work?	A helpful, enthusiastic and friendly approach and the ability to remain calm under pressure.
What will I be asked to do?	As an Usher you will be required to take tickets, show people to their seats, answer general queries and provide information. On a more serious note you will also be required to assist the Duty Manager in carrying out an evacuation of the premises in the event of an emergency. Ushers are mainly required for evening performances working from one hour prior to a performance until the end of the show. Working in the cloakroom you'll take coats and belongings and issue tickets for customers to reclaim their items at the end of the show.
Is training provided?	Front of house volunteers will be briefed by the Duty Manager at the beginning of each shift. Training in emergency procedures will be provided separately.

..... OUTDOOR EVENTS

Performance times as necessary.	The Lights team work throughout the year to develop a programme of quality outdoor events for the town, including The Christmas Lights Switch On.
What will I need to do this work?	A helpful, enthusiastic and friendly approach and the ability to remain calm under pressure.
What will I be asked to do?	Stewards perform an invaluable duty at outdoor events ensuring the safety of all present. You may get involved in a range of tasks including - information points, promotional literature distribution, crowd management, accompanying artists, manning road closures, market research and workshops – be prepared for anything!
Is training provided?	For large scale events full information and safety briefing meetings will be held with all volunteers and information packs will be provided. Branded uniform will be provided and on occasion, two-way radios.

..... WORKSHOPS

When will I be required?	Volunteers will be required to assist with workshops during school holidays.
What will I need to do this work?	You will need a friendly and approachable manner, good organisational skills, patience and a sense of fun and love working with children and young people. A full CRB check will be required.
What will I be asked to do?	Duties include assisting tutors in delivering the class/workshop, supervision of children, backstage work, hands-on activities and much more. This is a very varied role.
Is training provided?	Volunteers will be fully briefed about the detailed requirements of the role.

VOLUNTEER REGISTRATION FORM

Private and Confidential

Surname:	Forename:
Address:	
Postcode:	Date of Birth:
Tel No Day/Mob:	Tel No Eve:
Email:	Date of Application:
Contact In Case of Emergency	
Name:	Tel No:

Ethnic Origin *(please tick)*

Asian	Bangladeshi	Black African
Black Caribbean	Black other	Chinese
Indian	Irish	Mixed heritage or race
Pakistani	White	White other

Any other group *(please state)* _____

Do you have a current driving licence? Yes / No

Do you have the use of a car? Yes / No

Do you consider yourself to have any kind of disability? Yes / No

If yes, please provide brief details _____

Current / last occupation: _____

Previous occupation: _____

What are your reasons for wanting to volunteer at The Lights?

(Please tick all that is appropriate)

Theatre / arts environment	Making new friends / meeting people
Community involvement	Learning new skills
Retired	Unable to undertake paid work

Which areas of work are you interested in undertaking?

(Please tick)

Box Office	Coffee Shop
Cloakroom	Workshops
Outdoor events	Usher

When would you generally be available for voluntary work?*

(Please tick all that are appropriate)

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Daytime							
Evening							

****Please note that you will be expected to tick at least two shows/events on the rota you receive each month***

Please provide the names of two people who would provide a character reference for you:

Name: Address: Postcode: Email _____ Phone _____ Mobile _____	Name: Address: Postcode: Email _____ Phone _____ Mobile _____
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Please sign to confirm that all the details you have provided are correct, to give your consent to a reference check, and to agree to abide by The Lights policies and procedures.

All volunteers are required to complete the attached Declaration of Criminal Record. Please note if you volunteer to work for workshops, Box Office or Backstage areas this may involve working with children and young people and you will be required to undertake a separate Criminal Records Bureau (CRB) check. We will provide the necessary contacts for this. References will be taken up for all volunteers.

Signed: _____

Print name: _____ Date: _____

Please return your completed form to:

**Steve Hysted
Duty Manager
The Lights
West Street
Andover
Hampshire
SP10 1AH**

Private and Confidential

DECLARATION OF CRIMINAL RECORD

(Subject to the provisions of the Rehabilitation of Offenders Act 1974 & 1986)

Please complete and return together with the Volunteer Registration Form

Surname:	Forename:
Address:	
Postcode:	Date of Birth:

Please delete as appropriate:

I have no previous criminal record

I hereby declare my previous criminal record history as follows:

Nature of conviction/offence	Penalty imposed	Date convicted

Other relevant information

Signed: _____ Date: _____

Print name: _____