

Volunteer Policy, the Tyne Theatre & Opera House Preservation Trust

Purpose of our volunteer policy

Our volunteer policy has been created to show our volunteers and potential volunteers that we have spent time and care in planning how volunteers will be welcomed at The Tyne Theatre & Opera House Preservation Trust. It also outlines that all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us. The impact of the volunteers' work is vital in helping the Trust in pursuing its objectives to preserve and sustain the unique theatre for the future generations.

Health & safety and insurance

To volunteer with us in any capacity, an appropriate health & safety briefing will be given by the person responsible for your recruiting or your co-ordinator. The briefing will include the location of fire escape routes and first aid facilities, safeguarding measures and any relevant procedures when working around the theatre.

The theatre's insurance covers you while you are at the theatre. However, should you wish to bring, use or store any of your private personal property (such as musical instruments or tools) at the theatre, please be aware the theatre is not responsible for any damage, loss or theft. Please make sure you have insurance in place for any valuable items you use while volunteering with us.

Please ensure you are always following appropriate safety measures when working at the theatre. Do not enter remote and potentially hazardous areas of the theatre without radio contact or informing others of your location. Please keep in mind the theatre is old and caution is advised.

Privacy policy & GDPR

Your personal details will be stored securely, and we will not share them with third parties. We will only contact you about relevant updates relating to your volunteering.

Safeguarding

Please familiarise yourself with the Trust's safeguarding policies, and if you have any questions please contact: safeguarding@tynetheatreandoperahouse.uk.

Any incidents at the theatre should be reported immediately to the Duty Manager, Senior Host or any other senior staff member present.

DBS Checks

Some volunteer roles will require a DBS check to inform the Trust of any criminal convictions that a person wishing to volunteer may have. For example, any volunteer position which involves regulated activity with children or adults at risk will be subject to a DBS check.

Underaged volunteers

If you are an underaged person (under 18), we require written consent to volunteering from your parent or guardian. If you are 16 or younger, a registered chaperone or your legal guardian should be present at all rehearsals, events and other functions.

Timekeeping

We will ask you to help us collect information about the time spent volunteering for the Tyne Theatre.

Confidentiality

We expect all volunteers to adhere to confidentiality guidelines which will be explained to you before you begin volunteering with us and this also includes use of social media and contact with any press. Any reference to theatre business or individuals associated with the theatre in any way must always be cleared with your co-ordinator or production team.

Equality, Diversity, and Inclusion

The Tyne Theatre & Opera House Preservation Trust is committed to promoting equality, diversity, and inclusion for all. When representing the Trust and the theatre as a volunteer we expect you to support our commitment to promoting equality. There is a separate Equality, Diversity and Inclusion policy which you may refer to.

Volunteering whilst receiving benefits or financial support

You can still volunteer with us if you are receiving benefits provided that we follow the legal guidelines. We have information from the Jobs and Benefits Department which we can talk through with you regarding the hours you can do and what you can claim for expenses incurred through volunteering.

Induction and training

Tyne Theatre Productions

As a member of the Tyne Theatre Productions creative team, cast, crew or orchestra, we rely on you in order to produce a successful stage show. You should receive all necessary materials, schedules, and instructions from the show's producers and creative team. The productions are organized by Tyne Theatre Productions committee, who work under the main Board of Trustees.

Examples of duties can include committing yourself to the rehearsals and performance schedule, returning any hired materials such as vocal books and other parts to the appointed person in time, not to damage any theatre property and act in a friendly and inclusive manner.

You can contact the productions committee by emailing: tynetheatreproductions@gmail.com.

Tour Guides

As a Grade I Listed building we are keen to share our history and we run a programme of tours throughout the year. To achieve this, we recruit and train a team of volunteer Tyne Theatre Guides. If you would like to become a Guide you will be invited to an informal interview and, if accepted, will be given a copy of our Guidebook for Guides. You will then have the opportunity to work with experienced Guides to learn about the tours. We encourage all Guides to continue to build on our knowledge and experience of the Tyne Theatre.

As a tour volunteer, we need you to be able to guide large groups safely through the theatre and provide an informative and entertaining experience. You will be briefed on safety, fire escape routes, first aid procedures and any quirks of the building. You will also be provided with a radio which you must always keep on and with you, so you can be reached and located within the building.

The Tyne Theatre Tour Guides are co-ordinated by Alan Butland, Chair of the Heritage Committee who can be contacted at: alan.butland@tynetheatreandoperahouse.uk

Maintenance

The Tyne Theatre & Opera House maintenance volunteers do various jobs around the building, depending on urgency, budget and show schedules. Our dedicated maintenance volunteers with various DIY skills and building experience are vitally important to us and help ensure the theatre is running smoothly. Maintenance volunteers usually come to the theatre on Tuesdays and Wednesdays and complete jobs during office hours.

The theatre's maintenance volunteers are co-ordinated by John Richardson, Chair of the Buildings Committee. You can contact John with any queries about your role as a maintenance volunteer: john.richardson@tynetheatreandoperahouse.uk

Recognition and reward

We could not do the work we do without our volunteers. To acknowledge this, we will always say thank you and show appreciation for a job well done. We will always listen to your opinions and take them seriously. The Trust aims to organise at least one volunteers' social event each year. There are Facebook groups for our volunteers to stay in touch and organise other social functions.

You will receive appropriate credit for any artistic / original work while volunteering with us.

This is the Volunteer Policy of The Tyne Theatre & Opera House Preservation Trust. It is reviewed annually by the Trust's Governance committee.

Last updated 26.5.2023.