

# THEATRE BY THE LAKE

COMING SOON

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**BECOME A  
VOLUNTEER**  
YOUR THEATRE NEEDS YOU

# BECOME A VOLUNTEER

**Are you passionate about Theatre by the Lake and supporting the work we do? Do you want to make a difference to the community in which you live or simply want to meet like-minded people?**



Then why not volunteer at Theatre by the Lake?

Volunteering has always been at the heart of the Keswick cultural scene. Century Theatre at the 'Blue Box' was largely staffed by volunteers and they played a huge part in fundraising for the Theatre by the Lake that we know and love today. Over the years support for the theatre has gone from strength to strength.

Today we are lucky enough to have a team of over 225 people from all walks of life, of all ages and from all over the county and beyond who kindly donate their time to carry out a variety of roles. We couldn't do it without them. And there's always space for one more.

We've saved you a seat...

# WHY VOLUNTEER AT TBTL?

**There are many reasons why people want to volunteer. Here are just a few...**

- Meet new people, make new friends and spend time in a creative environment with a wide range of people, aged 16 – 80+, from all backgrounds and locations across Cumbria.
- Get involved in the running of Cumbria's only year-round producing theatre. With an annual audience of over 130,000 you will always be busy and things will never be dull!
- Be amongst the first to find out what's coming up at TBTL with regular newsletters.
- In order to recommend the productions with confidence, volunteers are able to make use of complimentary tickets for selected TBTL performances. All tickets are for personal use only and are subject to availability.
- Experience a wide range of duties working alongside our team of full-time theatre staff and attend regular training sessions.

# THE ROLE: WHAT WILL I BE DOING?

- Led by an experienced Front of House Manager you will work in a team to provide excellent customer service and enable visitors to have an all-round enjoyable experience.
- Welcome visitors to the theatre, hand out and check tickets and show them to their seats.
- Sell local crafts, books, cards and sweets on our merchandise counter.
- Sell programmes and locally sourced, high quality ice creams.
- While we are grateful for any amount of time that you are able to give, we do ask that volunteers aim to volunteer for a minimum of 12 shifts a year. This means that you will stay up to date with the role and any new theatre policies and procedures – all adding up to a more enjoyable and rewarding experience for everyone involved.

# APPLICATION FORM

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**To learn more about becoming a volunteer, please complete the application form below and overleaf and return to: Front of House Manager, Theatre by the Lake, Lakeside, Keswick, Cumbria, CA12 5DJ.**

The next step is an informal chat with our Front of House Manager – a chance to discuss the role in more depth. All volunteering work is subject to a probationary period.

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Name:

Address:

Post code:

Daytime Tel No:

Evening Tel No:

Email:

Date of application:

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Please provide us with the names of two individuals who would be willing to provide you with references (personal or professional):

Reference 1 name:

Occupation:

Tel No:

Postal address or email address:

Reference 2 name:

Occupation:

Tel No:

Postal address or email address:

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Your details will be stored securely and will be used for administration purposes only. They will not be shared with any third parties. Please tick this box if you would like to be added to the Theatre by the Lake mailing list  and/or Theatre by the Lake monthly e-newsletter

**Please continue application form overleaf**

# APPLICATION FORM (CONT.)

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Please give details, including location and duration, of any previous or current voluntary work undertaken:

Up to how many sessions are you available for on a monthly basis?

1  2  3  4  More than 4

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A major part of a volunteer's role is to be able to respond rapidly in the event of an emergency, which may well result in having to evacuate patrons from the building. It is a condition of your appointment as a volunteer at Theatre by the Lake that you are physically fit enough to carry out these duties. Theatre by the Lake will assess volunteers' ability to undertake the job safely on an on-going basis. If you have any medical condition that may affect your ability to carry out particular duties please discuss this with the Front of House Manager at your first meeting.

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I have read and understand the information given and wish to apply to become a volunteer.

Signature:

Date:

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#### Terms and conditions

If you've booked complimentary tickets for a performance and are unable to attend, you must inform the Box Office 48 hours before the performance date or you may be charged for your tickets. Theatre by the Lake reserves the right to review and terminate a volunteering agreement at any stage.

# CONTACT US

**BOX OFFICE:**  
017687 74411

**ADMINISTRATION:**  
017687 72282

**FRONT OF HOUSE MANAGEMENT:**  
017687 81103

## THE DRAMA OF THE LAKES

Lakeside, Keswick, Cumbria CA12 5DJ

   **TBTLAKE**

 Supported using public funding by  
**ARTS COUNCIL ENGLAND**

  
**Cumbria County Council**

  
Theatre by the Lake

Theatre by the Lake is the operating name of Cumbria Theatre Trust. A company Limited by Guarantee. Registered in England Number 1874868. Registered Charity Number 516673. VAT Registration Number 945 7405 03.

## WHAT ELSE IS THERE TO KNOW?

TBTL won the award for Most Welcoming Theatre in the North West for 5 years running.

TBTL Volunteers were awarded the Queen's Award for Voluntary Service in 2014.

TBTL was hailed by *The Independent* as 'the most beautifully located and friendly theatre in Britain' and by *The Telegraph* as 'Unquestionably the most gorgeously situated theatre in England.'

## PARKING

Allerdale Borough Council's Lakeside pay and display car park is situated next to the theatre with nearby disabled bays. Parking after 7pm currently costs £1. The car park does get very busy, so ensure you arrive in plenty of time prior to a performance.

If you are undertaking a volunteer shift at Theatre by the Lake, the Front of House Manager will provide you with a parking permit to enable you to park for free for the duration of your shift (subject to availability). All parking permits must be returned to the Front of House Manager at the end of the shift.

