



## **VOLUNTEER HANDBOOK**

**Issue 3**

**July 2022**

## Welcome to The Curzon

Thank you for choosing to volunteer at the Curzon.

As a registered charity, we rely on the support of a team of wonderfully dedicated volunteers: the ushers, who greet our customers and tear their tickets every day; the bar and kiosk staff, who serve them refreshments; the archive team, who research and catalogue our collection of cinema heritage artefacts; a team who take cinema out to local Residential and Care Homes, and the maintenance team who look after the building.

With up to four film screenings a day, tours and special events, and with more areas opening to the public, we have many exciting opportunities for volunteers.

Welcome to our team. I look forward to meeting you and thanking you personally for your commitment to keeping the Curzon a vibrant and vital part of our local community.

**Susannah Shaw, CEO Curzon Cinema and Arts**



### Introduction

This handbook is a guide to volunteering at the Curzon. It covers many commonly asked questions and tells you where you can find more information.

The handbook focuses on the things which are common to all volunteer roles at the Curzon. More specialised roles, such as operating the bar and kiosk, or getting involved in the archive or maintenance teams are covered in further appendices.

If you have any other questions, then please contact: Gemma Burchill.

[Gemma.burchill@curzon.org.uk](mailto:Gemma.burchill@curzon.org.uk)

## About The Curzon

The Curzon is an independent community cinema showing mainstream and art house films. It was built in 1912 and rebuilt in 1922, since when the actual building has changed very little. It is one of the country's oldest, continually running cinemas.

Besides our stunning auditorium, we have a lounge bar serving drinks and snacks, plus workshop and meeting spaces all available for hire. We also have on display a unique collection of historic film equipment.

We offer a wide-ranging programme of films, as well as live comedy, music and performance events. Our Front Room Cinema takes the cinema experience out to residential homes and community venues. We work closely with youth, arts and other partner organisations, including the British Film Institute, Watershed and Theatre Shop.

The Curzon Cinema & Arts (Community Centre for the Arts Ltd) is a registered charity. The cinema is its trading arm, managed by a board of trustees. A small team of part-time staff look after the day-to-day running of the cinema as well as future planning and strategy. We could not function, however, without our dedicated team of volunteers.

We provide a warm welcome for everyone.

We abide by values that were decided on a few years ago, at a staff Away Day. These are:

- **Creative** - *as a unique independent cinema we strive to be challenging and creative with our programme, offering the best of contemporary, art-house, classic and heritage film, complemented by ambitious and entertaining events.*
- **Community-focused** – *we are proud to respond to and reflect our loyal, local community, offering collaborative and outreach opportunities. Our staff code of conduct states that we champion equality and diversity and are respectful to customers and co-workers.*
- **Ethical & Sustainable** – *the Curzon Cinema pays the Voluntary Living Wage and strives to function as a sustainable, eco-conscious business.*

And our three-word tagline: **Independent, Unique & Yours**

## The Staff



Olly Treasure-Smith  
Programme & Events Manager



Susannah Shaw, CEO



Jan Cromeey  
Finance Manager



Gemma Burchill  
Front of House Manager



Petra Mansour  
Marketing & Activities Officer



Clare Mactaggart  
Facilities Manager



Caroline Maycock  
Duty Manager



Chris Humphries  
Duty Manager



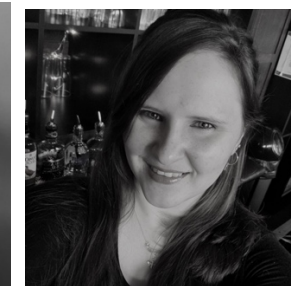
Hollie Powell  
Duty Manager



Lisa Drew, Duty Manager



Sam Hellings  
Duty Manager /Tech



Catherine Maycock  
Duty Manager



Robbie Watson, Cashier

## Volunteering at the Curzon

### Volunteer roles

There are a wide range of roles for volunteers:

- Ushers
- Front of house support

- Tour guides
- Kiosk and Bar staff
- Maintenance and DIY
- Archive
- Admin and fund-raising support
- Front Room Cinema

You can choose the roles you think you might enjoy, and which best suit your abilities. You can try out a number of roles if you want. Most volunteers opting for a customer facing role will start as ushers, so as to get a good general knowledge of our operation before being considered for a more specialist role. You will receive full training for any role you take on, either from a member of staff or a more experienced volunteer.

You will find detailed descriptions for most of the volunteer roles in the appendices to this handbook. You can also ask the Duty Manager for a hard copy.

### Information for volunteers

- When you start, you will receive a **volunteer induction** from a member of staff or nominated volunteer. This session will familiarise you with your role, your surroundings and any relevant policies and guidelines.
- We provide **training** for all key volunteer roles. Usually, this is informal on-the-job training where you are initially teamed with an experienced volunteer until you feel comfortable carrying out your role alone. There will also be more formal training for things like fire procedures and health & safety as appropriate.
- **You can choose to give as much time as you wish.** In order to meet our programming schedule, we need customer-facing volunteers (ushers, kiosk, bar etc) to help out between 1-4 times a month. We do, of course welcome any extra support at busy times, such as weekends, Bank Holidays and for special events.
- The **Maintenance team** meets once a week during the day - typically Friday morning - when the cinema is closed to the public.
- **Archive volunteers** keep our archives up to date as needed and meet regularly as a team, generally once a month.
- We have **regular meetings for all volunteers, management and staff.** These give us an opportunity to bring people up to date with the latest developments, outline training needs and to share ideas. They also provide an opportunity for people to socialise in an informal atmosphere. As a general rule, these are held quarterly.
- We have a **dress code** for volunteers dealing directly with the public (ushers, kiosk, bar) where we need not only to give a good impression, but also to be easily identified in case of any query or emergency. The dress code is a white top with black trousers / skirt and dark shoes.

- You should wear a **Curzon Volunteer badge** if you are dealing directly with customers. We have a supply to use during your shift. Once you've completed 3 months of volunteering, you will be given your own badge, with your name if you wish. You can buy extra badges if needed.
- We are committed to **equality of opportunity and diversity**. All volunteers will be treated fairly and with respect and should feel free from any discrimination and harassment (see Appendix 1 *Code of Conduct*).
- We provide a **safe and healthy environment** for all our customers, staff and volunteers. As part of your induction, you will be given clear information about fire exits and any emergency procedures (Appendix 6 *Emergency Procedures*). As a volunteer you are responsible for your own **health & safety** and for others. You must report any accidents or potential health & safety hazards to a member of staff at once.
- **There are safety documents for each part of the Curzon. These can be found with the policy documents in the Front of House office.**
- As part of your volunteering, you may interact with **children or adults at risk**. If you have any concerns about someone's welfare, please speak to the Duty Manager or another member of staff.

### **Sign-up - and arranging your shifts**

- We use an online system called **Signup.com** to organise volunteer shifts. This shows the shifts which are available, broken down into specific roles, and enables you to sign up to the ones you want to do. If you want to volunteer for the same shift(s) every week, say, then ask the Front of House Manager to arrange for **Signup** to allocate these slots automatically for you.
- **Signup** also lets you cancel any shifts which you can't do. If this happens at very short notice, on the day of the shift, then **please contact the Duty Manager on .....** or call the Box Office and select options 2 or 3.
- If you need any extra help or if you don't have access to the internet, please get in touch with the Front of House Manager.

### **Problems, complaints or other issues**

- If there is anything you are unhappy about, or want to query, then please speak to a member of staff. Generally, we can resolve most problems through an informal discussion. If this is not possible or you are still unhappy with the outcome, then you can contact the Front of House Manager or Chief Executive Officer. We will always deal openly, fairly and quickly with any problems or issues.

### **Comments and improvements**

- We are always looking to improve the service we offer, and we do welcome your comments and suggestions.