

VOLUNTEER WITH THE ROYAL OPERA HOUSE

INFORMATION PACK

volunteers@roh.org.uk

ROYAL OPERA HOUSE



WELCOME

MESSAGE FROM ALEX BEARD, CHIEF EXECUTIVE

Thank you for offering your time to volunteer at the Royal Opera House.

Extraordinary, world-class performances of opera and ballet are at the absolute heart of our vision here.

So, whether the audience is in one of our beautiful theatres in Covent Garden, watching around the globe in cinemas and online streaming, or taking part in learning and participation programmes up and down the country, we want as many people as possible to enjoy and appreciate these astonishing artforms.

None of this would be possible without our exceptional people. People are centre stage of everything we do at ROH, and we built our culture on our core values: treating everyone with Respect, being Open in our mindset and approach, and striving for the Highest Standards in everything we do.

Everyone is welcome at ROH, whatever your background or experience, and we look forward to your application.

Alex

ROYAL OPERA HOUSE



ABOUT US

Home to The Royal Ballet, The Royal Opera and the Orchestra of the Royal Opera House, the Royal Opera House (ROH) brings together world-class performers and trailblazing creative teams to share unforgettable performances with audiences near and far.

We house the busiest theatres in the world, delivering more than 400 performances and around 1,350 learning events each year. We employ 1000 permanent staff, engage over 100 volunteers and attract 1.5m attendances per year in Covent Garden and in cinemas.

We're at the forefront of innovation in ways in which audiences can experience opera and ballet. Our work is accessed and experienced across the UK and globally through streams, tours, cinema relays, radio broadcasts and TV output.

We work across three sites, all enabling us to produce exceptional performances – our theatres and offices at Covent Garden, our production workshop at Thurrock and our storage facility at Aberdare.



OUR VOLUNTEER PROGRAMME

We believe that volunteering is a valuable way to:

- develop new interests;
- meet a diverse group of people with similar passions;
- gain experience, skills, and confidence;
- share your talents and enthusiasm.

Our volunteer roles are meaningful opportunities that are open to everyone. They offer benefit to both you and the Royal Opera House. They are also a great first step if you haven't experienced opera, ballet, or theatre before but are curious to know more.

Volunteers support in four key areas: Front of House; Family Learning and Participation Events; Admin Support; and Collections and Archives.

Many of our opportunities are flexible so you can fit them in easily with your other commitments.

You can claim expenses for travel up to £13.50 per day and refreshments for longer sessions.



WHO ARE WE LOOKING FOR?

Everyone is welcome, no matter your background or experience. Over 25% of our volunteers had never visited the Royal Opera House before they applied!

Our volunteers are friendly and enthusiastic; reliable and punctual; and confident communicating in English.

We particularly encourage you to apply if you identify as disabled or from a Global Majority background, or from another background that is underrepresented in our organisation.

If you have a disability or access needs, we can have a chat to understand your needs and make reasonable adjustments to the role.

You need to be 18 or older and have the Right to Volunteer in the UK.

You can volunteer:

- if you have a criminal conviction, depending on the volunteer role and the circumstances of the offence;
- if you are claiming benefits, as long as you continue to meet all the conditions of your benefit;
- if you are seeking asylum in the UK.



WHY VOLUNTEER?

As a volunteer you can:

- go to rehearsals of Royal Ballet and Royal Opera performances (subject to availability);
- get free access to ROH Stream;
- get priority booking for ROH performances;
- go to ROH volunteer events and celebrations;
- enjoy discounts in our shop, café and restaurants;
- apply for internal vacancies and get feedback on job applications.

What our volunteers say:

"It's my first time being a volunteer in London, but it will be the most unforgettable experience for me."

"I feel the volunteer team value the volunteers' voices and ideas, and I'm glad to be part of this lovely team!"

"It has been very rewarding and an invaluable learning opportunity."

"I have learned so much by taking this role. I will definitely bring this unique experience with me to go further in the future."

ROYAL OPERA HOUSE



HOW TO APPLY

All of our volunteer opportunities get advertised [on our opportunities webpage](#). We don't arrange volunteer placements on request.

You can [sign up for email alerts](#) for volunteer opportunities. (Make sure to select "Volunteering" as the category when submitting your details.)

Each opportunity has a role description with details of the activities, time commitment, and skills and personal qualities needed. There is an informal selection process for each role.

When you see a role that interests you, fill out the form online before the deadline to apply.

You'll need to tell us:

- why you want to volunteer with us;
- why you are interested in that specific role;
- what skills and personal qualities you will bring to the role;
- how volunteering will be of benefit to you;
- when you are available, how often you would like to volunteer, and how long you would like to volunteer for.

If you have access needs and want to apply in a different format, email volunteers@roh.org.uk or phone 020 7212 9406.



OUR SELECTION PROCESS

After the opportunity closes online, we will contact you if you have been invited to the next stage. We also contact you if you have not been selected.

The next stage could be a meeting with the host department, a taster session, or an induction. This could be as an individual or as part of a group.

We are grateful to everyone who wants to volunteer but we regret that we can't offer a volunteer placement to everyone who applies.

We decide who to offer a volunteer placement based on the information you give in the application process such as your motivation, skills, availability and what you hope to gain from volunteering.

Sometimes we receive many more applications than the number of placements available for a role. In these situations, we prioritise placements for people who we believe stand to gain the most from the opportunity to volunteer, based on the information given.



GETTING STARTED AND SETTLING IN

Starting a new volunteer role can be daunting and exciting! We want to make that experience as smooth and easy for you as possible.

We'll provide you with all the information you need before you start and will be on hand to answer any questions you may have. You'll also have a key contact in the department your role is based in.

You'll have an induction and any specific training you need for your role and we'll provide any uniform you need to wear.

Each role has a settling in period. This is a time for you to consider whether the role is a good fit for you and for us to ensure you are a good fit for the role.

At the end of the settling in period we get your feedback on your experience so far and identify any support or adjustments needed. That way we can make sure that you continue to have a great experience with us.

