

Volunteer Information Pack

volunteers@roh.org.uk

020 7212 9406

 **ROYAL BALLET & OPERA**



Welcome

MESSAGE FROM ALEX BEARD, CHIEF EXECUTIVE

Thank you for offering your time to volunteer with Royal Ballet and Opera.

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

Alex



About us

Home to The Royal Ballet, The Royal Opera and the Orchestra of the Royal Opera House, Royal Ballet and Opera (RBO) 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 200 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 a great first step if you haven't experienced opera, ballet, or theatre before and are curious to know more.

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 to make sure it is a good fit for you and for us.

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

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



Who are we looking for?

Everyone is welcome, no matter your background or experience. Many of our volunteers had never visited us 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 are disabled or from a Global Majority background as these groups are under-represented in our organisation and we value having a diverse volunteer team.

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 our streaming platform, RBO Stream;
- get priority booking for performances;
- go to volunteer events and celebrations;
- enjoy discounts in our shop, café and restaurants;
- apply for internal vacancies and get feedback on job applications;
- claim expenses for travel up to £13.50 per day and £4 for food and drink if volunteering 4+ hours in a day.

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

"I love getting involved in this magic atmosphere surrounded by the best team!"

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



How to apply

All of our volunteer opportunities get advertised [on our opportunities webpage](#). We don't arrange volunteer placements on request. When you see a role that interests you, fill out the form online before the deadline to apply.

You'll need to give us some basic personal details and details of two referees who have known you for at least six months. Your referees cannot be relatives or live with you. A referee could be a friend, neighbour, teacher, job coach, colleague, employer or classmate, for example.

You'll also need to tell us some details such as:

- why you want to volunteer;
- what skills and personal qualities you will bring to the role;
- what you are hoping to gain from a volunteer experience;
- when you are available, how often you would like to volunteer, and how long you would like to volunteer for.

You can also tell us about any support or adjustments that will enable you to volunteer.

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



What to expect after you apply

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 invited.

The next stage could be a meeting with the host department or a taster session. 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.

We often receive 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 during the application process.



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.





Thank you

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