



Welcome Host Volunteer

Information Pack

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.



Welcome Host Volunteer Role Description

Background: Welcome Host volunteers provide excellent customer service and help ensure that every visitor knows who we are, what we offer, and how to get involved.

Location: Covent Garden, London.

Activities

- Welcome and greet visitors
- Share information and answer questions
- Give directions to help visitors find their way around
- Accompany tour groups to ensure they remain together
- Help to manage queues and busy spaces
- Assist staff in keeping everyone safe

Schedule and commitment

We are looking for people who are available to volunteer 2 to 4 sessions per month. Sessions usually last between 1.5 to 3.5 hours. You can choose flexibly from sessions from Monday to Sunday, daytime and evening, using our online scheduling app and website. Typical session times: 11:45-15:15; 15:00-18:00; 17:45-19:45.

Skills and experience

No previous experience is needed. This role will suit you if you are:

- Friendly and enthusiastic
- Reliable and punctual
- A team player
- Proactive and able to follow instructions
- Interested to learn and share information about our work
- Able to keep calm during busy times
- Confident communicating in English.

Expenses: You can claim expenses for travel up to £13.50 per day and refreshments up to £4 for longer sessions.

Why volunteer?

- Enter ticket draws for rehearsals;
- 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.

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.



What our volunteers say

"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."

"I'm so grateful to the volunteering programme for giving me my start. I couldn't have got where I am without it."

"I thought it would be something I would enjoy but didn't realise how much I would gain personally from volunteering."

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



How to apply

Fill out an application [online](#).

You'll need to give us some 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:

- why you want to volunteer and what you will bring to the role;
- what you are hoping to gain from a volunteer experience.

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. The next stage will be a friendly chat online with staff from our Front of House team.

We are grateful to everyone who wants to volunteer but we unfortunately 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 and availability.

We often 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 (professionally or personally) based on the information given in the application.

We will also contact you if you have not been selected so you will know the outcome of your application either way.



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.

You'll attend an induction in-person at our Covent Garden building on **Sunday 8 June 2025, 10:00-15:30.**

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 and a buddy volunteer for your first few sessions, where possible.

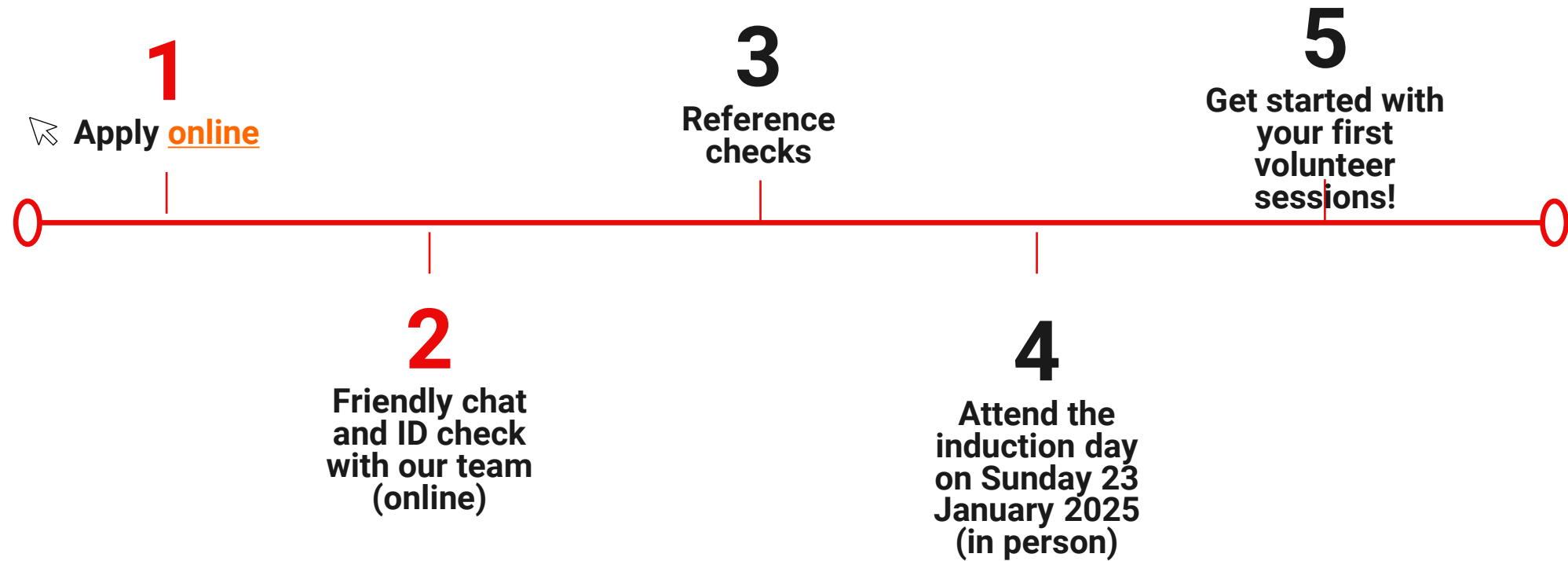
You'll have an induction and any specific training you need for your role and we'll provide any uniform you need to wear.

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.



Volunteer journey



What are you waiting for?

Applications close on Sunday 18 May 2025.

If you have any questions or need support with your application, email volunteers@roh.org.uk or phone 020 7212 9406.

We look forward to your application.

