

Name of Policy	Volunteer Policy
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Registered Name: The Pavilion Theatre Management Company CLG

Registered Address: Marine Road, Dún Laoghaire Co. Dublin | Company Registered Number: 314064 | Charity Number: 20042578

Volunteer Policy

About this Policy

This document sets out the governance framework for the Pavilion Theatre Volunteer Programme. It establishes the principles, structures and oversight mechanisms under which volunteers are recruited, managed, supported and, where necessary, exited from the Programme.

This Policy relates exclusively to the Pavilion Theatre Volunteer Programme only. This policy does not constitute a binding contract. Pavilion Theatre reserve the right to change the policy and to expect adherence to the changed content.

Volunteers will be notified of changes and are expected to act in accordance with all Pavilion Theatre policies and procedures.

Introductory Statement

Pavilion Theatre's values guide everything we do and shape the experience we create for artists, audiences and volunteers.

We are **Ambitious and Courageous**, presenting high-quality work that inspires, challenges and strives for excellence in every aspect of our operations.

We are **Collaborative**, working in partnership with artists, staff, audiences and volunteers to create meaningful and memorable artistic experiences.

We are **Inclusive**, ensuring that everyone attending, performing or working at Pavilion Theatre feels welcome, respected and valued.

We are **Resilient**, combining artistic excellence with strong governance and financial responsibility to sustain Pavilion as a vibrant cultural hub.

As ambassadors of Pavilion Theatre, volunteers help bring these values to life through professionalism, warmth and respect in every interaction.

Pavilion Theatre's Volunteer Front of House Programme has been operational since 2010 and has brought with it a professional and enthusiastic positive experience to the theatre since its inception. The Volunteer Programme provides a way for Pavilion to connect with its community and to remove any barriers that might prevent people from engaging with the arts. Pavilion's board of directors, management and staff acknowledge that its volunteers provide a valuable contribution to the aims and strategic themes as outlined in Pavilion Theatre's Strategy 2025 – 2028.

Pavilion Theatre is committed to implementing "best practice" policies and procedures as outlined and advised by Dun Laoghaire Rathdown Volunteer Centre and other professional volunteering organisations.

Volunteer Role

“Volunteer usher” is the volunteering role that is provided at Pavilion Theatre. The general overview of this role is as follows:

- A Pavilion volunteer usher will be involved in meeting and greeting our patrons and be the welcoming face of the Pavilion Theatre, showing customers to their seats and being the house representative in the audience who can report to the Front of House Duty Manager

Volunteers:

- Do not replace paid staff;
- Do not undertake duties reserved for licensed, trained or contracted personnel;
- Do not hold decision-making authority on behalf of Pavilion.

The specific duties and responsibilities of this role are outlined in Pavilion’s Volunteer Handbook and Agreement.

The role of “volunteer usher” is to assist with Pavilion’s team of staff. A list of these staff can be found at: <https://www.paviliontheatre.ie/about/contact>

Volunteer Handbook

Pavilion Theatre’s Volunteer Handbook is included as part of the training for all volunteers at Pavilion Theatre and it covers the following points:

- Introduction to the venue and the role of the Volunteer Coordinator and Duty Manager
- Communication and Feedback processes at Pavilion
- General venue policies and information
- Customers service and code of conduct
- Day to day volunteering and roles and responsibilities
- Process for new volunteers
- Dealing with Complaints from Customers
- Child Protection and fire evacuation expectations of volunteers
- Rewards and appreciation
- Recycling and Environmental Initiatives

Recruitment and Selection

Pavilion Theatre’s recruitment and selection process will include the following stages for all applicants:

- Volunteer Application Form must be filled out by each potential applicant
- When there is availability on the programme for recruitment, the Volunteer Coordinator will refer to this list of applications and contact applicants
- Meeting potential volunteer candidates to assess suitability for the programme

- Offering a volunteer role to the successful candidate
- Notifying unsuccessful candidates
- Inviting a potential volunteer to complete 3 shadow shifts, i.e. pairing this person with another volunteer to provide the experience of what volunteering at Pavilion entails
- Issuing the Volunteer Handbook and Agreement, which includes a volunteer code of conduct
- Receiving a signed copy of the Volunteer Agreement

Volunteer recruitment is conducted in accordance with equality legislation and Pavilion's Equality, Diversity & Inclusion commitments.

Safeguarding and Child Protection

Pavilion Theatre maintains a comprehensive Child Protection and Safeguarding Policy.

- Pavilion complies with the Children First Act and associated guidance.
- A Designated Liaison Person (DLP) is appointed and named within the Child Protection Policy.
- All safeguarding concerns must be reported immediately to the Duty Manager and escalated in accordance with Pavilion's Child Protection procedures.
- Volunteers are not permitted to be alone with a child under any circumstances.

Where required, appropriate safeguarding training and/or vetting will be undertaken.

Safeguarding of vulnerable adults is addressed within Pavilion's broader health, safety and dignity policies.

Induction and Training

An appropriate level of training is offered to all volunteers to enable them to fulfil their role as effectively as possible. This includes shadowing another volunteer, receiving the Volunteer Handbook, receiving instruction from the Front of House Duty Managers and Volunteer Coordinator on the nights of shows.

All volunteers will undergo a 3-month probationary period.

Support and Supervision

All volunteers are provided with ongoing support and supervision by the Volunteer Coordinator and Pavilion's Front of House Duty Managers. Every 2 years, the Volunteer Coordinator will organise 1-to-1 meetings with each volunteer to provide an opportunity for the volunteer to discuss their time at Pavilion, to highlight any training they would like, and for the Volunteer Coordinator to answer questions and/or provide feedback about any specific situations.

Occasionally a situation or conflict of personality will arise for a volunteer. Should such a circumstance arise, the Volunteer Coordinator and General Manager will refer to Pavilion's policy for dealing with difficult situations with volunteers. This policy gives both Pavilion Theatre and an

individual volunteer the opportunity to work through a particular issue and to see if there is a solution to continue the volunteering relationship within the programme.

Pavilion Theatre is committed to protecting dignity and respect of all those within the building, and are committed to ensuring the building is free from any form of bullying, gossiping or harassment. It is expected that all volunteers will treat each other with the highest of respect and professionalism. Pavilion Theatre is also signed up to Safe to Create, a Dignity at Work programme whose aim is to impact change on the culture and practices of the arts and creative sectors in Ireland to provide safer working conditions

Please remember that volunteers are not staff and that all volunteers join the Programme as individuals and will be dealt with on a one-to-one basis; therefore, any issues or situations with a particular volunteer will be dealt with individually and privately, following the reporting structure as outlined above.

Volunteers act as ambassadors for Pavilion Theatre. Public statements, including via social media, must not misrepresent Pavilion or disclose confidential information. Media enquiries must be referred to Pavilion management.

Volunteers are encouraged to raise concerns or complaints with the Volunteer Manager or General Manager. Where a concern involves the Volunteer Manager or General Manager, volunteers may escalate concerns to the Executive Director in confidence. Pavilion Theatre will handle complaints in line with principles of fairness, confidentiality and proportionality.

Pavilion Theatre is committed to maintaining a respectful, safe and professional environment for volunteers, staff, artists and audiences. Where concerns arise regarding a volunteer's conduct, participation or suitability for the Programme, Pavilion Theatre will seek, where appropriate, to address the matter through discussion and supportive resolution.

However, Pavilion Theatre reserves the right to suspend or end a volunteer's participation in the Programme where necessary.

Circumstances that may lead to review, suspension or termination of a volunteer's participation include, but are **not limited to**, the following:

- Serious or repeated breaches of Pavilion Theatre policies or procedures
- Behaviour that compromises the safety, wellbeing or dignity of others
- Safeguarding or child protection concerns
- Persistent failure to fulfil agreed volunteering commitments without communication
- Conduct that may damage the reputation of Pavilion Theatre
- Failure to comply with reasonable instructions from Pavilion staff
- Misuse of Pavilion Theatre property, systems or confidential information

This list is intended as guidance and **is not exhaustive**. Pavilion Theatre retains discretion to review any situation where a volunteer's conduct or participation may not be compatible with the safe and effective operation of the Volunteer Programme.

Where appropriate, Pavilion Theatre will seek to address concerns informally in the first instance. In cases involving serious misconduct, safeguarding concerns or risk to individuals or the organisation, Pavilion Theatre may suspend a volunteer immediately pending review.

Either Pavilion Theatre or the volunteer may end the volunteering relationship at any time. As outlined in the Volunteer Agreement, participation in the Volunteer Programme is voluntary and does not constitute an employment relationship.

Expenses, Rewards and Recognition

Travel expenses

- When someone volunteers at Pavilion, public transport traveling or parking costs will be reimbursed once someone presents a receipt for their costs.

Building credits

- As a reward for the time and effort given when volunteering at Pavilion Theatre, volunteers can build up credits in recognition of their volunteering hours. These credits can be redeemed for show tickets at Pavilion Theatre, subject to availability.

Social events

- On occasion, there will be get-togethers organised for all volunteers to have a cup of tea, a drink, some snacks or light finger food.

Volunteer credits and recognition initiatives are gestures of appreciation and do not constitute payment.

Equality, Diversity & Inclusion

Pavilion Theatre is committed to creating a diverse environment. Pavilion's Equality, Diversity & Inclusion Policy can be found at: <https://www.paviliontheatre.ie/about/governance>

Health & Safety and Insurance

The health and safety of all volunteers is our absolute priority. To this end, all volunteers must abide by all health and safety guidelines, as directed. Some basic health and safety guidelines are as follows:

- Wearing volunteer apparel / badges so they are always identifiable.
- Not undertaking manual handling beyond their training.
- Not placing themselves at personal risk.

- In case of an emergency (where an incident requires an immediate Police / Garda response) call 112 or 999.
- Volunteers are insured for the agreed location, days and times only.
- Not administering first aid, unless trained to do so.
- Not entering a confrontation of any form with any member of the public.
- Make the Volunteer Manager aware of any medical or health issues.

Insurance is provided by Pavilion Theatre to cover all volunteering carried out in line with instructions issued by an authorised Pavilion staff member.

All incidents must be reported immediately to the Duty Manager and recorded in accordance with Pavilion's incident reporting procedures.

Confidentiality and Data Protection

Pavilion Theatre respects the right to privacy and confidentiality of our volunteers and prospective volunteers. Volunteers can be confident that all information provided by them to Pavilion Theatre as part of the Volunteer Programme will be dealt with in accordance with Data Protection Policy and Data Protection Acts.

Further details in relation to what personal data is collected in relation to volunteers or prospective volunteers, and the purposes for which such data may be used are set out in Pavilion Theatre's data protection policy, (which may be amended or updated from time to time).

Governance Oversight and Monitoring

The Volunteer Programme operates under the authority of the General Manager and is subject to Board oversight.

The Board receives periodic updates as part of organisational reporting structures.

The effectiveness of the Programme may be assessed through:

- Volunteer retention levels;
- Operational feedback;
- Risk and incident reporting;
- Alignment with Pavilion's strategic objectives.