

VOLUNTEER WITH
LOWRY

BE PART OF
SOMETHING
BRILLIANT





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“The best thing about being at the Lowry is the feeling you get when you walk through the door, because everyone you meet really enjoys being here!” - LOWRY VIP

VOLUNTEERING AT LOWRY

Our volunteers have been an integral part of our Front of House operation since we opened in 2000.

As one of the largest volunteer programmes of any cultural venue in the country, we are incredibly proud of our Volunteer Involvement Programme (VIP) and the dedication and commitment that our volunteers (VIPs) bring to our team. Lowry would not be the venue it is today without our VIPs. They are often the first people that our audiences and visitors engage with.

Our VIPs help us to provide the best possible experience for everyone that comes to Lowry, helping us make everyone feel welcome and safe.

Lowry hosts a variety of live productions from musicals and drama to dance and circus pieces or family shows.

For volunteers, this provides a great opportunity to engage with a variety of audiences and share the energy and excitement of live performances.





THE VOLUNTEERING ROLE

What you'll do

As a volunteer, you'll help welcome visitors, guide them around the building, check tickets, and support them in finding their seats.

You'll share show information, assist with merchandise and cloakroom duties, and help ensure everyone has a safe and enjoyable experience.

You'll also support audience members with access needs and work closely with our house managers during performances.

What we're looking for

We're after friendly, reliable people who enjoy working with others and making visitors feel at home.

Good communication, a positive attitude and a flexible approach are key.

If you've got an interest in the arts or experience in customer service, that's a bonus but really, all you need to get started is enthusiasm and a positive attitude.

PRACTICAL INFORMATION

The main role of our volunteers is to provide customer service to our visitors and support audiences during shows.

Volunteering sessions and commitment:

We encourage volunteers to try and do 3–4 sessions per month, although understand this can sometimes be difficult alongside work commitments and it is something we can talk about further in interviews.

Sessions tend to be no longer than 4.5 hours and we have both matinee and evening shifts available.

Our volunteers pick their own shifts — some prefer a regular slot, like Friday evenings, while others mix it up week to week. It's all about what works best for you.

Expenses

The role our volunteers play here matters, which means we are committed to ensuring volunteers do not suffer financially by volunteering. Volunteers receive all out-of-pocket travel expenses and are provided with the equipment, tools and materials they need to carry out their roles.

VOLUNTEERS ALSO BENEFIT FROM:

Free toast & fruit in the village before 12

Free Sanitary Products

Food & Drink: 50% off all food and soft drinks at the Lowry Bar & Kitchen and Coffee Shop, 25% off confectionery, alcoholic drinks at the Bar & Kitchen, and all food and drink at the Restaurant

Theatre Tickets: 10% off pre-booked tickets for selected Quays and Lyric shows. For those shows, the discount increases to 75% for tickets bought on the day.

Free Tickets: Complimentary tickets are sometimes available for selected performances – staff will be notified when these are released.

Car parking: Free car parking in the Quayside Mall multi-storey car park.



SUPPORTING YOU TO VOLUNTEER

We want to make volunteering flexible, inclusive and rewarding with training and support to help you feel confident, whatever your background.



We want every volunteer to feel confident, supported and part of the team.

To do this we:

- Offer a full induction when you join, plus regular training and bite-sized refreshers along the way
- Start you off with shadowing shifts—usually 12, so you get to know all our theatre spaces, but we're happy to tailor this to suit you
- Run regular pre-show drop-ins where you can ask questions, get support and meet the team
- Have a dedicated Volunteer Manager who's always happy to chat about how we can support you and make your experience a positive one
- We're committed to making reasonable adjustments to help people volunteer with us. Although it should be noted that the role does involve standing for periods of time.

If you'd like to chat about any adjustments or support that could help you in the role, just get in touch.

WHY CHOOSE TO VOLUNTEER WITH US?

We regularly check in with our volunteers to see how things are going and explore ways to make their experience even better.

Here's what some of them have shared about what they enjoy most:

The people – having conversations with visitors and feeling like they are contributing to someone's positive experience when they visit

The team spirit – feeling like they belong and forming friendships alongside people with similar interest

The atmosphere – our VIPs tell us that they love the friendly atmosphere and that volunteering positively impacts their wellbeing.

The flexibility – volunteers can pick their shifts meaning they can tailor their volunteering experience to their life and needs.

"I love the challenge of volunteering and, although this is not my first volunteer role, it's my first in a theatre environment and my longest. I've seen some wonderful performances and I'm still enjoying, still having fun and still learning." - LOWRY VIP

To find out more about the experiences of our volunteers take a look at our Volunteer Stories document [here](#).





WHO TO CONTACT

If you have any questions or concerns about the role we welcome you to get in touch.

Even if you're not sure yet, we'd love to hear from you. We're always happy to explore how volunteering could work for you.

Email VIP@thelowry.com to ask questions.

APPLICATION QUESTION GUIDE

As part of applying to volunteer with us, we'll ask you a few questions. It's not a test, it's just a chance for us to get to know you a little better, and for you to decide if this role feels like the right fit for you.

There's no right or wrong way to answer.

You can write in full sentences, short paragraphs, or bullet points, whatever feels most natural to you.

We suggest aiming for around 100–300 words per question.

If you're not sure where to start with your answers – we've included some tips below to help.

QUESTIONS

1:

Why are you interested in volunteering at the Lowry?

For this question we'd love to know:

- What interests you about the role
- What you like about Lowry and our organisational values
- What you want to learn through the role
- Something you would be excited to be involved in from the role description

2:

What skills or experience do you think are important for this role?

Take a look at Page 4 'The Volunteering Role' to guide you here.

It's helpful here for us if you give some information about paid or unpaid roles/ experiences you've had where you've demonstrated these roles or talk about how you'd want to develop these skills through your volunteering.

We are particularly interested in hearing about any customer service experience and skills you have.

3:

Have you done any volunteering before, or been involved in a community group/ activity?

What did you enjoy being involved in this?

Whether you've helped out at a local sports club, joined an arts group, supported a charity, or attended community meetings — it's all valuable, and we'd love to hear about it.

Volunteering doesn't have to be formal or official.

It could be anything from making cups of tea at a local event, to helping with fundraising, to leading an activity.

4:

Please tell us about a time when you worked as part of a team and took direction from staff members.

You are welcome to tell us about both paid and unpaid experiences here.

For this question we'd love to know details about the situation or task and then the actions you took and the result.

5:

Is there any other experience you would like to tell us about to support your application.

This final question is optional and is simply here as a chance for you to showcase other skills that might not have fitted into your answers to the above questions.