



MUCH ADD ABOUT STEWARDING

SHAKESPEARE'S GLOBE VOLUNTEER STEWARD NEWSLETTER



VOLUNTEERS' WEEK 2017

From 1 – 7 June, it was Volunteers' Week, a celebration of volunteering across the UK, pioneered and conceived by NCVO, the National Council for Voluntary Organisations. It is a chance for organisations like ourselves to raise awareness of the huge amount that volunteers give to our local communities, and to make an even bigger effort to say thank-you. Volunteers regularly tell us about the surprising benefits they get from volunteering, on top of the sense of giving back, they also tell us it's improved their mental health, their confidence and social circle. It really is win, win! We currently engage with around 700 volunteers, who support the Globe as Stewards on shows, Friends Desk Volunteers and Access Ambassadors. Last year, volunteers on the Friends Desk and stewarding gave the Globe nearly 70,000 hours of their time – a huge donation to the Globe charity! THANK YOU!

Building on what we organised in 2016, we stepped it up for 2017, and there was lots you could get involved with! From taking part in our Tate Volunteer Exchange, sharing the joy of giving back to the borough of Southwark with others through our social media campaign, and of course crisps, popcorn and dips in our decorated stewards room! We also ran Staff Shadowing, with 16 members of staff coming to show you all their support from our CEO Neil Constable to Fay Powell-Thomas our Assistant Production Manager. We set this up after our 2016 End of Season survey showed us that only 53% of Globe Stewards said they felt that staff outside of the FOH understood and valued their role. We want to improve on this, and one way we can help you to meet and build a strong relationship with staff is through shadowing.

The staff were incredibly impressed with what you all do, Kate Hamlin, Shakespeare's Globe's HR Manager said:

'It was a great opportunity to get to know some of our stewards a little more and show the appreciation that I know I feel, but perhaps don't get to show... something I didn't know about before was remembering everything from the briefing – I hadn't realised there was so much information to take in every day!'

Charlotte Leonard, Partnerships Manager told us this:

'Being on the glass doors was excellent as you could see first-hand what a difference it makes to people to have smiling, welcoming faces as they arrive. It's so important visitors are welcomed to the Globe in the right way and I can honestly say the two stewards I was with on the glass doors were brilliant in engaging and welcoming everyone, whilst also ensuring tickets were checked properly! Not an easy feat by any means!'

Some of the photos from Volunteers week are on Thy Noticeboard on the back page. Also in this newsletter, is a goodbye message from our Newsletter Editor in Chief, and Assistant Volunteer Manager Matt Hatt, a story about Doreen Hutchings' performing as Nerissa in Pakistan, and an insight into what the Lighting Department do at the Globe.

We hope you are enjoying your summer at the big Wooden O,

Matt, Lotty, Carly, Lily, Alysha, Peter, the FOH Duty Managers, Bob and Anna



TEAM OF THE MONTH: LIGHTING

Hi, I'm Ben Nichols,

I am the Globe's Head of Lighting. I have been here since March 2016.

The Lighting Department at the Globe is unique, and I don't think there's another one out there quite like it.

Our primary responsibilities are to ensure that all Lighting Designers' requirements are met on time and on budget, as well as looking after and protecting the various Lighting Designer's work on a day to day basis. I work with a very able team of deputies who ensure those things are achieved on a daily basis, Will Frost, Costa Cambanakis and Matt Coombes.

An average day for us would look something like this:

- Check the previous night's show reports for any misbehaving equipment.
- Communicate with our various in house departments on the progress of our next show in pre-production, which we are inevitably never far away from.
- Check in with the team on whether their pre-show checks have uncovered any issues.
- Be on duty during the show to provide first response troubleshooting on any major lighting issues.
- Assist with the matinee to evening turnaround as required.

Our hours as a department fluctuate quite a bit due to the fact that the Globe has no roof. During production weeks we shift our day later during production weeks, so that the Lighting Designer can work during the darker hours and easily see what they are creating. Designing lighting during the day tends to be a bit tricky!

The most exciting and unique thing about our role is researching and specifying the right lighting equipment for the Globe. The beauty of the space calls for us to be highly mindful and respectful of the aesthetic impact of lighting equipment. Thus, we always try to find the smallest and least intrusive solution whilst maintaining its brightness and usefulness for Lighting Designers. If the right thing doesn't exist, sometimes we will look at modifying existing equipment, or other times it's through working with manufacturers and makers to come up with something bespoke for us, that is unobtrusive but still useful.

An unknown fact about us...

We document the position and purpose of every single light in the Globe lighting rig. We will spend an evening taking a photograph of what every light is doing when switched on. In the case of our automated lights which can point anywhere, it can be upwards of hundreds of photographs. This is all to ensure continuity of the lighting design should a light come out of position or need to be swapped out for whatever reason. We've also of course, recently installed lights on the cushion carts!

Ben Nichols
Head of Lighting

DATES FOR YOUR DIARY

Read below to look at upcoming dates for your diary!

STEWARDS DROP-IN: OPEN TO ALL!

Theo's Café, Sackler Centre

Wednesday 5 July, 5.00pm–6.00pm

VOLUNTEER COMMUNICATIONS SESSION

Nancy Knowles Lecture Theatre

Tuesday 11 July, 6.30pm

MUCH ADD ABOUT NOTHING:

OPENING NIGHT

Globe Theatre

Friday 14 July, 7.30pm

STEWARDS DROP-IN: OPEN TO ALL!

Theo's Café, Sackler Centre

Wednesday 19 July, 5.00pm–6.00pm

TELLING TALES:

FAMILY LITERATURE FESTIVAL

Shakespeare's Globe (multiple spaces)

Friday 28 July – Sunday 30 July

STEWARDS DROP-IN: OPEN TO ALL!

Theo's Café, Sackler Centre

Wednesday 2 August, 5.00pm – 6.00pm

KING LEAR: OPENING NIGHT

Globe Theatre

Thursday 10 August, 7.30pm

STEWARDS DROP-IN: OPEN TO ALL!

Theo's Café, Sackler Centre

Wednesday 16 August, 5.00pm – 6.00pm

FOCUS GROUP MEETING 4

Under-Globe Meeting Room

Monday 4 September, 6.30pm



GOODBYE FROM MATT HATT

Hello Steward Family,

Well, time has absolutely sped by, and this will be my last newsletter (after 23 issues!) and my last note to you all. You all have made my time here truly memorable, and supported myself and Lotty since joining the Globe two years ago in all of our new ideas.

I am so proud of what we have all achieved together during a period of great change and challenge. You are the most incredible team, and have a reputation of being the most welcoming, friendly and efficient volunteers out there! You are a huge credit to the Globe and its mission as a charity, and I have experienced first-hand everyday how much you give, and are appreciated. This, believe it or not is the longest role I have had, after normally getting itchy feet after around a year, but your love, passion and protectiveness of this incredible place, has kept me here – it has been a dream come true.

I will be moving on to help grow a Volunteer Programme across five hospitals in West London for a charity called Imperial Health Charity. It will be a real honour to create a new community of volunteers there, supporting our NHS and patients during difficult times – I will be taking all I've learnt here to take on this new challenge.

Thanks for all the incredible memories, the laughter and helping me appreciate Shakespeare in a whole new way – the Globe will always be incredibly special to me.

Thanks again – I will miss you all – keep in touch.

Lots of love to you all,

Mr Hatt x



10 QUESTIONS WITH...



- 1 Name**
Doreen Hutchings
- 2 Favourite Stewards room biscuit?**
Bourbon
- 3 Coffee or Tea?**
Coffee, tea is too hot to drink during a break.
- 4 Favourite Duty?**
Inside: Door 2 in the Yard. Never a dull moment, there's always something going on. Outside: Groundling Gates. I like to engage with passers-by who ask about the theatre and gates.
- 5 Favourite Production?**
I loved the Globe to Globe season. It highlighted how universal Shakespeare's plays are. Having lived in Kenya, I particularly enjoyed *The Merry Wives of Windsor* in Swahili.
- 6 If you could be any Shakespeare character who would you be and why?**
Portia from the *Merchant of Venice*. She is not only clever enough to outwit Shylock, but is also a beauty sought after by exotic foreign princes (however foppish they turn out to be!). I played the part of Nerissa (Portia's maid) in a production of the *Merchant of Venice* put on by the Rawalpindi Amateur Theatrical Society in Pakistan in the early 1980s, so it is one of the plays I know best.
- 7 What's your favourite thing about volunteering at the Globe?**
The patrons are so excited when they arrive at the Globe, especially if it is their first visit, and I find their excitement rubs off on me. So seeing it through their eyes, it's like being there for the first time myself every time I'm on duty.
- 8 What's your Life Mantra?**
Never pass up an opportunity to try something new and different and try not to take myself too seriously
- 9 What drew you into volunteering at the Globe?**
Originally I thought it would be good experience for me of working with a public audience, as at the time I was going through the process of applying to become a Games maker for the London 2012 Olympics/ Paralympics. Of course, once I started volunteering at the Globe, I was hooked!
- 10 If you were on a desert island, what disc, book and food would you take?**
Disc: Mozart's piano concerto number 21 (*Elvira Madigan*)
Book: *The Count of Monte Cristo* by Alexandre Dumas
Food: Chocolate, without a doubt!

THY NOTICEBOARD

Doing something exciting you want to tell everybody about? Taking part in a fundraiser for charity or got tickets to a show you would like to share? Let us know and we can pin it here:



Thank-you from staff for Volunteers' Week



Stuart Young looks after Globe CEO Neil Constable during Volunteers' Week. Neil was very impressed!



Globe Steward Jeanne Miles, and Tate Modern Volunteer Amanda Forsyth steward the North Tower as part of our Volunteer Exchange!



The Stewards Room all decked out for Volunteers' Week



THE SAM WANAMAKER AWARD AND GLOBE REMEMBERS CEREMONIES

The Sam Wanamaker Award and Globe Remembers ceremonies took place on Saturday 10 June with the main award going to the Steward team. Here is an image of our amazing stewards who have been part of the Globe family for over 20 years receiving their Sam Wanamaker Award medals on stage.

The day was a truly special, and at points a deeply moving, occasion as we also remembered those who had a special relationship with the Globe and have sadly died in the last 12 months. It was followed by a lovely tea reception in Theo's for the winners and the Globe Remembers families.



Another pair of our volunteers from the Tate Exchange Amy and Debra had a great time in the Upper Gallery.



Mark Sullivan, the Globe's Commercial Director with Clare and Sally

CONTACT US

Email: foh@shakespearesglobe.com

This is the only inbox monitored 7 days a week.

Call: 0207 902 1531

Feel free to leave a voicemail if nobody is able to pick up.

Text: 07503 984 933

Use this if you are running late and on the move!

In Person: At our Drop in's at Theo's Café every other Wednesday throughout the Summer Season. Dates are listed in our Dates for the Diary section.

Feedback, compliments or concerns: Please feel free to contact:

Lotty: lotty.e@shakespearesglobe.com if you have anything to talk to us about specifically that is regarding something more sensitive.

SPECIAL THANKS FOR YOUR CONTRIBUTIONS TO...

Doug Buist, Charlotte Horobin, Lisa Kosky, Sophie Shears, Jeanne Miles, Debra Bienek, Doreen Hutchings, Matt Hatt, Ben Nichols, Will Frost, Costa Cambanakis and Matt Coombes