

STAGE DOOR KEEPER

Purpose

To manage the Stage Door of the Shaftesbury Theatre which is the main entry point to the Theatre for all staff, performers, and other company members. The postholder reports to the House Manager who is their line manager

The Stage Door, as often the first direct point of contact for all who work in the Theatre, has an important role in presenting it in a professional manner as well as providing a high level of security, assisting colleagues, performers and production staff and marshalling deliveries and despatches.

Duties

- To provide an efficient welcome to the public, contractors, artists, producers and management visiting and working at the Theatre.
- To maintain a high level of security at the Stage Door always ensuring that only those authorised to enter the Theatre do so, logging attendance, issuing relevant passes and authority to work.
- To monitor the Theatre's CCTV for security purposes.
- To be part of the Theatre's emergency response team, placing calls with the emergency services as appropriate and carrying out role call duties in the case of evacuation.
- To provide a first point of reference for anyone working in the Theatre.
- To provide informed and accurate information to the public, in person or on the phone. The Stage Door Keeper operates the Theatre's telephone switchboard and should ensure that all communication is passed to the relevant individuals.
- To receive all deliveries to the Theatre and ensure that the relevant departments take all items away from the Stage Door as rapidly as possible.
- To oversee the collection and despatch of items placed at the Stage Door by others. To report failure of collection to the relevant individuals and to request removal of items as appropriate.
- To devise, review and operate the Stage Door's operational procedures at all times.
- To provide effective and timely reports as requested by the senior management team.
- To support the Theatre's communication objectives by sharing information with colleagues as appropriate whilst respecting confidentiality so that you and your colleagues have all the information you need to perform your duties effectively.
- To comply with the Theatre's Electronic Communications and Data Protection policies.
- To comply with Theatre's Equal Opportunities and Health and Safety Policies at all times.
- To work on any special project as identified by the Senior Management Team.

Person Specification

Essential

- Educated to A level or equivalent
- Numerically literate
- Good spoken and written English
- Good personal presentation
- The ability to communicate effectively at all levels
- Computer literate
- The ability to work under pressure
- A flexible attitude to working patterns

Desirable

- Previous security or CCTV monitoring experience
- Previous Stage Door or Reception Desk experience
- Good social skills
- The ability to take initiative
- To be a team player
- A passion for Theatre