**Job Advert – Zero Hour Stage Door Keeper**

**Reporting to: House Manager**

**ABOUT TRAFALGAR ENTERTAINMENT (TE)**

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

**ABOUT TRAFALGAR THEATRES**

Trafalgar Theatres is the venue-operating division of TE. We currently operate **21** venues; including 14 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future. There’s never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence** and **Respect.**

**The Pavilion**, it is an exciting, fast-paced environment with a variety of shows, plays, music and comedy, as well as some community events

We offer opportunities for advancement, with regularly scheduled development training sessions.

**About the Role**

The main responsibilities of the Stage Door Keeper will be:

* Assist with the security of backstage areas: monitoring of all people entering/leaving the building via Stage Door; the maintenance of signing-in and signing-out records and the management of the issue and return of keys and radios
* Provide a reception service for the ‘back of house’ entrance to the Pavilion, including receiving deliveries, directing visitors, assisting with artistes’ enquiries, and helping staff as required
* Assist in the efficient running of administration functions at the Pavilion, maintaining confidentiality and in line with procedures and legislation.
* Preparation and updating of Artiste Welcome Packs.
* Providing quality administrative, communications and reception support service for all departments, callers, visitors, patrons, and the public as appropriate.
* Monitor CCTV cameras, fire panel and intruder alarms throughout the shift.
* Implementation of the venue’s visitor and contractor Permit to Work procedures.
* Accurate logging of invoices, lost property, and deliveries.
* Unlock and lock the building in line with written security procedures
* Understand and implement the venue’s Health and Safety, Fire Safety and other relevant procedures
* Dress in accordance with Company uniform policy and wear protective clothing were issued and instructed.
* Undertake training and development relevant to the successful execution of the job role.
* Act as one of the designated First Aiders for the building (training provided).
* This is not an exhaustive list of duties - from time to time you may be required to undertake such alternative or additional duties which will commensurate your skills, experience, and capabilities.

**About you / Requirements**

We are looking for individuals that can work as part of a team and individually to achieve and deliver our values: creativity collaboration, excellence, and respect.

**Your Experience**

* Evidence of organisational ability and administrative experience with the ability to prioritise time critical tasks.
* Must be comfortable working on your own in one location for reasonably extended periods of time.
* Previous experience working in theatre or an entertainment venue

**Key attributes:**

* Literacy and strong previous experience of Microsoft Outlook, Word and Excel.
* Passion for theatre / live entertainment
* An exceptional eye for detail for written, numeracy and verbal communication
* Willingness to learn new skills
* Great team spirit
* Strong communication and listening skills when dealing with colleagues, members of the public, key stakeholders and industry colleagues
* Understanding of health and safety
* Ability to work effectively during busy times
* Excellent organisation and ability to prioritise time critical tasks
* Flexible to adapt to the business needs and work calmly under pressure

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.