A picture containing text, clipart

Description automatically generated, Picture

JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

|  |  |
| --- | --- |
| **Role Title** | Venue Control Room Operator – Bradford Live |
| **Reports to** | Facilities Manager |
| **Responsible for** |  |
| **Hours** | 40 – 5 days out of 7 |
| **Contract** | Permanent |
| **Annual Leave** | 33 days per annum, inclusive of public bank holidays |
| **Salary** | £27,000 |
| **Location** | Bradford |

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.**

ABOUT BRADFORD LIVE

Be part of a unique venues’ team in this reimagined live entertainment and events space at the heart of Bradford’s City Centre. Originally opened in 1930 the building has now been fully renovated to bring it back to its former glory as a cultural hub for the city, wider West Yorkshire area and beyond.

Our auditorium can accommodate over 3,500 fans for larger concerts and house more than 3,000 guests in our fully seated configuration. We also have the beautifully restored Ballroom and other ancillary spaces to host events all year round.

ABOUT THIS ROLE

The Venue Control Room Operator plays a vital role in providing a welcoming and professional service for all staff and visitors.  They also play a key part in ensuring the safety and security of the building, remaining vigilant to minimise security risks and taking an active role in the operation of the venue’s emergency procedures, as well as being a member of the venue’s Emergency Response Team.

ABOUT YOU

The role of Venue Control Room Operator is vital to the smooth operation of the venue. It requires an individual who is highly motivated and able to work well on their own initiative.

Flexible and capable of responding to the demands of an exciting venue, where the challenges have the potential to change daily.  This position requires pro-activity and a willingness to seek solutions to any issues as they arise.

The role also requires an individual who has a welcoming demeanour and can provide excellent customer service to guests, visiting production staff, contractors and fellow colleagues.  An excellent communicator, capable of effectively liaising with all venue departments with an ability to remain calm under pressure.

Trafalgar Entertainment is an equal opportunity employer.

JOB ROLE

KEY RESPONSIBILITIES

RECEPTION

* To represent the venue in a professional manner, welcoming all venue staff; production staff and creatives; visitors and contractors into the building, and providing exceptional internal and external customer service.
* To manage the Service Yard area for vehicular use, ensuring gates are used correctly and acting as banks person as required.
* Ensure the Service Yard is clean and tidy.
* To maintain an efficient messaging system, ensuring all messages are accurately communicated to the relevant recipient in a timely manner.
* To monitor and record all deliveries and incoming post, and co-ordinate the internal delivery of the parcels, whether by immediately notifying the addressee or arranging for the delivery of any item to the addressee, so that the Control Room, Stage Door and Staff Entrance area is kept free of obstructions.
* To record the distribution of radios to visiting contractors and production staff, ensuring all are returned prior to their departure from the venue, and immediately reporting to the venue management any instances when radios have not been returned or have been lost.
* To be responsible for the allocation and return of venue keys to any cover staff, ensuring that internal keys are returned after use.
* To monitor the visitor diary for all productions, ensuring visitors are booked in advance.
* To safely unlock the building in the morning as required by the daily rota, ensuring the venue is safe for the team to enter, in line with the venues opening procedures.
* To clear and secure the building in the evening, as required by the daily rota, as part of the venues end of day procedures.
* To undertake daily checks of the artists dressing rooms prior to the closure of the venue to ensure the safety of the building, which includes closing and locking windows and ensuring all unnecessary electrical appliances are switched off.
* To implement and co-ordinate emergency procedures as required.
* To participate in regular safety drills with all in house venue staff and to operate all alarm systems efficiently and effectively.
* To assist the Duty Manager in evacuating the building in an emergency, in accordance with the current emergency plans.
* To conduct site inductions with contractors and visitors as they arrive at the venue, explaining emergency and relevant health and safety procedures.
* To operate Stage Door when required when productions are utilising the facilities and providing a high level of client customer service to all backstage users.
* To complete permit to work forms with contractors and technical staff when required.
* To report any accidents, incidents or near misses to management as and when they occur.
* To report any incident or activity that could be injurious to somebody who works, visits or passes through the venue, or causes damage to the fabric of the building.
* To attend Health and Safety meetings and Venue Operations Meeting if required.  To monitor the venue’s CCTV system, reporting to venue management any issues or suspicious behaviour.
* To report any required equipment maintenance to venue management, including CCTV and the fire alarm system, and contact maintenance companies when necessary.

This Job Description is not an exhaustive description of your duties.  You will be required to adopt a flexible approach to your role and responsibilities.

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.