

TRAFALGAR

JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

Role Title	Casual Stage Door Keeper
Reports to	Buildings & Technical Manager
Hours	Casual, evenings and weekends
Contract	0-Hours
Salary	£12.21 per hour
Location	Wycombe Swan

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 THIS ROLE

As the first point of contact for cast, crew, visitors and VIPs, the Stage Door Keeper is the friendly face that greets everyone with a beaming smile and a warm welcome. They know the ins and outs of the theatre, from the backstage corridors to the best coffee spots nearby.

With a keen eye for detail, they ensure that only authorised personnel enter, keeping the backstage area a safe haven for creativity. The Stage Door Keeper is also a master of multitasking. They juggle phone calls, manage deliveries, and sometimes even lend a sympathetic ear to a nervous actor before a big performance.

The stage door keeper will play a pivotal role in monitoring our fire panel and alarm systems. The shifts can include early starts and late-night finishes to conduct venue exterior and interior walkarounds including locking and unlocking rooms across all levels of the site.

ABOUT YOU

Someone that can collaborate as part of a team and work independently, to achieve and deliver our values: creativity, collaboration, excellence, and respect.

- 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
- Strong understanding of health and safety

- Ability to work effectively during busy times and work alone
- Provide excellent organisation and ability to prioritise time critical tasks
- Flexible to adapt to the business needs and work calmly under pressure
- Previous experience working in theatre or an entertainment venue

KEY RESPONSIBILITIES

- Assist in the running of the administration functions providing quality administrative, communications and reception support service for all departments, callers, visitors, patrons, and the public as appropriate.
- Provide a reception service for the back of house entrance to Wycombe Swan, including receiving deliveries, directing visitors, assisting with artistes' enquiries, and helping staff as required
- Understand and implement Health and Safety and Fire Safety procedures
- Complete full building unlocks and lock ups.
- Monitoring the fire alarm system
- 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

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