

KEY INFORMATION

Role Title	Stage Door Receptionist
Reports to	Theatre Manager and Stage Door Supervisor
Responsible for	
Hours	14 hours per week. Includes evenings and weekends
Contract	Part Time Permanent
Annual Leave	78.4 Hours
Salary	£15.86 per hour
Location	Trafalgar Theatre - London

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 YOU

We are looking for a highly motivated individual who can work well on their own and on their own initiative to ensure the smooth running of the venue's busiest entrance. The role requires pro-activity and flexibility to respond to the varied demands of the venue and seek solutions to any issues as they arise. The successful candidate will have a welcoming demeanour and be able to provide consistently excellent customer service, while also being able to remain vigilant at all times and remain calm under pressure. This role also forms a part of the Foyer Receptionist casual team, providing a warm welcome to customers at the venue's main doors during the day, whilst remaining vigilant to activity on Whitehall outside.

This permanent position will consist of 1 day shift and 1 evening shift per week, with the opportunity to cover holiday and sickness of the rest of the Stage Door team.

Essential Criteria

- The ability to communicate in a clear, confident and polite manner at all times.
- A welcoming attitude and ability to deal with customer and contractor enquiries and liaise with various internal departments.
- Good problem-solving skills and the ability to remain calm under pressure.
- Self-motivated and able to work alone, whilst being comfortable working as part of the wider team.
- Attention to detail and the ability to prioritise.
- Strong IT skills.

- Building opening time is 8.30am and closing time is 11:30pm, and so applicants must be able to safely get to the theatre or get home from the theatre at those times.

ABOUT THIS ROLE

KEY RESPONSIBILITIES

Stage Door Reception

- To represent the theatre in a professional manner, welcoming and signing in all staff, production staff, visitors and contractors into the building, and providing exceptional internal and external customer service.
- To manage the theatre's switchboard, forwarding calls and effectively dealing with enquiries, and maintaining an efficient messaging system.
- To monitor and record all deliveries and incoming post, ensuring they are delivered quickly to ensure Stage Door is free of obstructions.
- To record the distribution of keys, radios, and any other equipment, ensuring all items are returned.
- To monitor the visitor diary for the theatre and all productions, ensuring visitors are booked in advance.
- To assist the Theatre Manager in maintaining up-to-date production company welcome packs and ensuring the venue is ready to welcome the arrival of new company members.

Health & Safety and Security

- To safely unlock the venue when working a morning shift, and safely secure the building at the end of the day when working an evening shift, as part of the theatre's procedures.
- To check the dressing rooms prior to closing the venue when working an evening shift, ensuring the safety of the building.
- To implement and co-ordinate emergency procedures as required, regularly participating in safety drills with all in-house theatre staff and operating all alarm systems efficiently and effectively.
- To implement and co-ordinate emergency procedures when required, as part of the venue's Emergency Response Team.
- To conduct site inductions with contractors and visitors as they arrive at the venue, explaining emergency procedures and all relevant health and safety procedures.
- To understand the health and safety procedures and risk assessments, reporting any accidents, incidents or near misses to management as and when they occur.
- To maintain and update the Stage Door notice board with relevant information for theatre staff and incoming productions.
- To attend Health and Safety meetings and Venue Operations Meeting as required.
- To monitor the venue's CCTV and fire alarm systems, reporting to Theatre Management instances of suspicious behaviour and equipment maintenance issues.
- To work with the Stage Door Supervisor and the venue's Green Team to develop and implement environmental initiatives throughout the building.

Foyer Reception

- To cover the role of Foyer Receptionist including, but not limited to: acting as first point of call for general in-person customer enquiries; assisting the Venue Assistant with events, stock and deliveries; undertaking delegated Front of House pre-evening checks; remaining vigilant to hostile reconnaissance, completing perimeter walk arounds and reporting any security concerns to Venue Management.

General Responsibilities

- To assist in the ongoing training of staff with particular attention to new recruits.
- To attend training courses, as required, and take responsibility for ongoing professional development.
- To complete any other delegated task that may assist the company in achieving its business objectives, as required by the General Manager, Theatre Manager, or Stage Door Supervisor.

If this sounds like you, we'd love to hear from you. Please submit a CV and Covering Letter as to why you think you are suitable for the role via the Recruitment Portal.

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.

Queries

Any queries should be addressed to Venue Management at trafalgarmangement@trafalgarentertainment.com.