

KEY INFORMATION

Role Title	Stage Door Administrator (Full Time)
Reports to	Customer Experience Manager
Hours	20
Contract	Permanent
Salary	£14,040 per annum
Location	G Live, Guildford

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

Stage Door Administrators are vital to the success of our business. Here at G Live, it is an exciting, fast-paced environment with a variety of shows, plays, music and comedy, as well as some community productions. We also host events including conferences, party nights, ticket dining events, and corporate functions.

Trafalgar Entertainment connects people through creative, innovative experiences by providing inspiring entertainment for everyone for life. At G Live, we are now recruiting for a **full-time Stage Door Administrator**. Shifts are flexible/variable and include evenings, weekends, and holidays.

As the postholder, you are responsible for:

- Assisting with the implementation of G Live's Emergency and Evacuation procedures.
- Acting as a point of contact for promoters, customers and venue management colleagues, both in advance and during events at G Live, working within G Live's GDPR guidelines.
- Having an outstanding knowledge of the venue, ready to answer any queries visiting companies may have.
- Working 5 days out of 7, with a combination of daytime and evening shifts.
- Providing excellent customer service, and deliver the venue's core values of creativity, collaboration, excellence, and respect.
- Providing a reception service to all staff, visitors, contractors and production companies.
- Providing administrative support to a variety of venue departments as required.
- Ensuring the building is secure at the end of the night by completing a venue walkaround.
- Monitoring systems including the Building Management System (BMS), CCTV, fire board, and intruder alarm.
- Providing an excellent switchboard service of the main G Live telephone number.
- Understanding and actively contributing towards meeting the venue's sustainability ambitions.
- Undertaking training and development as deemed appropriate by the Customer Experience Manager, keeping apprised of relevant developments.

- Carrying out any other duties appropriate to the post and as requested by the Customer Experience Management team.

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. From time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience, and capabilities.

ABOUT YOU

A creative professional with significant experience in the theatre, music or live-entertainment space, you'll be a self-motivated, engaging and dynamic leader.

Commercially savvy, enthusiastic and capable of influencing others (including senior members of the TE team and third-party producer clients) you'll be energetic, proactive, results-focussed and creative in your approach.

You'll be resilient, able to communicate clearly and excellent at forming working relationships with others.

PERFORMANCE MEASURES

Essential

- A good team player.
- Excellent written and verbal communication and customer service skills.
- Confidence and an ability to respond positively to a pressurised environment, adopt a positive approach to problem solving and a desire to go above and beyond to assist all customers and visiting production companies.
- Flexible approach and ability to work calmly under pressure.
- A self-motivated individual.
- An interest in working in a live entertainment environment.
- Ability to work 5 days out of 7, including weekends and bank holidays, working a combination of daytime and evening shifts.
- A willingness to undertake developmental opportunities.

Desirable

- Experience of working in theatre or a live entertainment venue.
- Experience in an administrative role.
- Knowledge of current Health and Safety legislation, Licensing regulations and Food Hygiene legislation.

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.

For more information about Trafalgar Entertainment and *G Live* please see <https://glive.co.uk>.

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