

JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

Role Title	Stage Door Administrator
Reports to	Buildings & Technical Manager
Responsible for	Casual Stage Door Keepers
Hours	Full-time, 40hpw
Contract	Permanent
Annual Leave	33 days per annum inclusive of Public bank holidays
Salary	£29,000.00 PA
Location	Wycombe Swan High Wycombe

ABOUT TRAFALGAR ENTERTAINMENT(TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium inStageinternational 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

The Stage Door Administrator is responsible for the safe, secure, and efficient operation of the theatre’s Stage Door, ensuring a professional and well-managed backstage environment

As the primary access point to the building, you will act as a key contact for staff, visiting companies, and contractors, balancing a welcoming approach with the consistent application of security and safety procedures.

This is a hands-on, highly visible role combining administration, operational support, and facilities coordination, including responsibility for opening and locking up the building and contributing to the smooth running of performances and events.

You will support the maintenance of a safe working environment, including adherence to site procedures and emergency protocols, and will supervise and coordinate casual Stage Door staff to ensure consistent standards across all shifts.

KEY RESPONSIBILITIES

Stage Door Operations & Administration

- Provide a professional and welcoming reception service for all staff, visitors, and visiting companies
- Manage the Stage Door area, ensuring it is clean, organised, and secure
- Maintain accurate sign-in and sign-out records for all personnel
- Manage Stage Door communications, including phone and email enquiries
- Receive, log, and distribute deliveries, post, and courier items
- Provide administrative support to technical and operational departments as required
- Support visiting companies with access, information, and day-to-day requirements
- Supervise and support casual Stage Door Keepers during shifts
- Create and manage rotas to meet operational requirements
- Ensure effective handovers and clear communication between shifts
- Support training and induction of casual staff
- Support pre-arrival liaison with visiting companies, issuing relevant documentation, including contracts, access details, and company information as required.

Building Operations

- Control and monitor access to the building, ensuring only authorised personnel enter backstage areas
- Issue and track keys, passes, and radios in line with company procedures
- Enforce security procedures consistently, including contractor and visitor protocols
- Open and close the building in line with operational schedules
- Conduct regular building walkarounds, including backstage and external areas
- Ensure all areas are safe, secure, and ready for use
- Log and report maintenance issues promptly

Health & Safety & Compliance

- Monitor fire alarm and safety systems and respond appropriately
- Support evacuation procedures and emergency response protocols
- Maintain compliance with Health & Safety policies and procedures
- Contribute to a safe working environment for all staff and visitors

Working Pattern & Physical Requirements

- The role operates on a flexible shift pattern, including evenings, weekends, and bank holidays
- Shifts will regularly include late finishes
- The role involves regular movement throughout the building, including internal and external areas
- The theatre is a multi-level venue, and duties require frequent use of stairs
- The role involves working independently at Stage Door, particularly during late shifts, while remaining part of a wider team operating across the building
- Confidence working independently is essential

ABOUT YOU

You are a reliable, professional, and highly organised individual who takes pride in maintaining a safe, efficient, and welcoming environment.

You are confident working both independently and as part of a team, with the ability to take ownership of the Stage Door operation while supporting colleagues to deliver consistently high standards. You are comfortable working with a wide range of people, including staff, visiting companies, and contractors.

You will be:

- Professional, approachable, and confident
- Highly organised with strong attention to detail
- Calm under pressure and able to respond to incidents effectively
- A clear communicator with a proactive and practical approach
- Able to use initiative and make sound decisions independently
- Observant, with a strong awareness of safety and security
- Flexible and dependable, with the ability to work evenings and varied shifts

You will bring:

- Experience in an administrative, reception, security, or operational role
- Strong organisational and multitasking skills in a busy environment
- Good understanding of health & safety procedures
- Ability to work independently and communicate effectively across teams
- Ideally, experience in a theatre, venue, or live events environment

This role is subject to a Disclosure and Barring Service (DBS) check or other security screening, depending on the specific requirements of the position.

The post holder will carry out any other duties as appropriate to the post and as requested by the Theatre Director. 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.

FOR MORE INFORMATION

Please contact Ben Terry, Buildings and Technical Manager - Ben.Terry@trafalgar.global

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.