

KEY INFORMATION

Role Title	Front of House Porter
Reports to	Customer Experience Manager
Hours	Part-time, 25hpw
Contract	Permanent
Annual Leave	33 days per annum inclusive of Public bank holidays (pro-rated for part time)
Salary	£16,523.00
Location	Southend on Sea, Essex

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 part of the Portering team the post holder will ensure the Cliffs Pavilion and Palace Theatre's standards of professionalism and presentation are maintained at all times.

Shifts will involve working 5 out of 7 days on a rota basis, including evenings, weekends and bank holidays.

ABOUT YOU

The successful candidate will have an understanding of fire safety, security requirements and event planning is desirable. Excellent verbal communication and time management skills are essential. The role includes lone and assisted manual handling tasks.

KEY RESPONSIBILITIES

- Undertake cleaning duties as directed to specified standards and to the satisfaction of the Head Porter/Duty Management.
- Assist in maintaining the exterior areas of the building, including sweeping, litter picking, weeding and hosing down if necessary, as well as maintenance of the pond and bin areas as instructed.
- Assist the Head Porter and Maintenance Technician in the day to day programme of scheduled and reactive maintenance and repair work.
- Ensure all storage areas and cupboards are kept clean, fully stocked and organised.
- Use all materials and equipment issued as instructed, following COSHH guide lines.
- Support the Head Porter and main cleaning contractors by ensuring all equipment is in good working order, safe to use and has the necessary PAT certification, reporting faults or concerns immediately to the Head Porter.
- Report any faults, damage or hazardous situations immediately, following Health and Safety policy guidelines.
- As a key holder, undertake unlocking, opening and securing of theatre and hospitality areas as required and instructed.
- Issue building keys as necessary to visiting contractors and ensure return of the same.
- Attend to the fire alarm panel in the event of activation and assist with evacuation procedures.
- Assist in the preparation and setting up of the auditorium and ancillary areas as directed.
- With assistance move furniture, equipment and peripherals as and when required and directed.
- Stock WC facilities throughout the building as directed.
- Undertake weekly water safety tests.
- Receive, check, sign for and store all deliveries to the buildings in the appropriate areas.
- Maintain up to date displays of internal and external marketing materials as directed by the Marketing Manager and duty management team

- Assist with the storage and retrieval of archive files and paperwork, ensuring boxes are correctly labelled by the appropriate department. Store and destroy as directed.
- Undertake car park duties as required.
- At all times abide by the terms of Trafalgar Theatres Health and Safety Policy detailed in the Staff Handbook, ensuring a safe, clean and well-presented environment for staff and visitors.
- Conduct safety inspections of the building and its external areas.

OTHER RESPONSIBILITIES

- Dress in accordance with the Southend Theatres uniform policy and wear protective clothing as issued.
- Attend staff meetings as instructed.
- Undertake any relevant training and development that may be required.
- Carry out any other duties as required from time to time, taking into consideration the grade of the post and the capabilities of the post holder.

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. In particular, 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.

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.