TRAFALGAR THEATRES

JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

Role Title	Stage Door Keeper (Zero Hour)
Reports to	Stage Door Administrator
Hours	Flexible - Shifts rostered according to business needs
Contract	Zero-Hour Contract
Annual Leave	Paid at 12.07% of hours worked
Salary	£12.71
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 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 Entertainment is home to Trafalgar Theatres (with 23 venues in the UK, Sydney, London, and across the UK), including four London Theatres - Trafalgar Theatre, The Bridge Theatre, and the new British Airways Theatre, Olympia.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity**, **Collaboration**, **Excellence** and **Respect**.

ABOUT THIS ROLE

The Casual Stage Door Keeper supports the safe, secure, and efficient operation of the theatre's Stage Door, helping to ensure a professional and well-managed backstage environment. As a key access point to the building, you will provide a welcoming first point of contact for staff, visiting companies, contractors, and performers, whilst maintaining the highest standards of security and safety.

This is a hands-on operational role supporting performances, events, and day-to-day venue activity. You will assist with building access, monitor security and safety systems, manage deliveries, and help ensure the smooth running of backstage operations.

You will often work independently on shift whilst remaining part of the wider venue operations team, supporting the Stage Door Administrator and Duty Management team to deliver a safe, welcoming, and efficient environment for all building users.

ABOUT YOU

We are looking for a professional and reliable individual who can take responsibility for maintaining a safe, secure, and welcoming environment at Stage Door. You will be organised, customer-focused, and able to remain calm under pressure whilst balancing security, administration, and customer service responsibilities. You will be comfortable working independently, communicating with a wide range of people, and supporting the safe and efficient operation of the venue.

Key attributes:

- Experience in a customer service, reception, security, or operational role.
- Strong communication and interpersonal skills with the ability to engage confidently with staff, visitors, contractors, and visiting companies.
- Good organisational skills and attention to detail, with the ability to maintain accurate records.
- A good understanding of health and safety procedures and safe working practices.
- Ability to remain calm and make effective decisions in challenging or time-sensitive situations.
- Confident working independently and using initiative when required.
- Professional, approachable, and customer-focused in all interactions.
- Flexible and dependable, with the ability to work evenings, weekends, and Bank Holidays as required.

KEY RESPONSIBILITIES

Stage Door Operations

- Provide a professional and welcoming reception service for all staff, visitors, and visiting companies
- Support the day-to-day running of the Stage Door, ensuring it remains organised, safe, and secure
- Maintain accurate sign-in and sign-out records for all personnel
- Handle Stage Door communications, including phone enquiries
- Receive, log, and distribute deliveries, post, and courier items
- Support visiting companies with access, directions, and general requirements

Building Operations

- Control and monitor access to the building, ensuring only authorised personnel enter backstage areas
- Issue and manage keys, passes, and radios in line with company procedures
- Support the opening and closing of the building in line with operational schedules
- Carry out routine building walkarounds, including backstage and external areas, to ensure safety and security
- Report maintenance or operational issues promptly

Health & Safety & Compliance

- Monitor fire alarm and safety systems and respond appropriately
- Follow all Health & Safety policies and procedures and support safe working practices
- Support emergency procedures, including evacuations where required

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

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 with 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 INFORMATON

Please contact Emma Conway, Stage Door Administrator – Emma.Conway@trafalgar.global
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.