

# JOB DESCRIPTION



## STAGE DOOR KEEPER ♦ DOMINION THEATRE

<b>DEPARTMENT</b>	Stage Door
<b>CONTRACT TYPE</b>	Full Time, Permanent
<b>REPORTS TO</b>	Head of Stage Door & Building Security / Deputy Head of Stage Door & Building Security
<b>DIRECT REPORTS</b>	None
<b>SALARY</b>	£14.52 per hour, with overtime on early morning, late night, or on Sundays paid at double rate
<b>HOURS</b>	Minimum 32 hours per week, with additional overtime on Sundays available.
<b>HOLIDAY</b>	16 days per year, plus bank holidays



### JOB PURPOSE

To facilitate the smooth and efficient running of the Stage Door area, actively monitoring the security of the building using CCTV and ensuring a courteous and professional welcome to everyone comes in.

This role requires routine morning, evening, and weekend work, including additional paid overtime on Sundays (expectation of at least one overtime shift to be worked each month).

## KNOWLEDGE / EXPERIENCE / SKILLS NEEDED

Please demonstrate how you meet these qualities in your application.

### ESSENTIAL

- ◆ Experience working in a stage door, or other similar fixed position, such as building reception, control room, or front-line security
- ◆ Ability to remain calm and professional when faced with highly stressful emergency situations
- ◆ An interest in building security, and proactive approach to addressing potential threats
- ◆ Problem solving ability
- ◆ Proven ability to offer consistently high levels of service in a busy ever-changing environment
- ◆ Friendly and efficient telephone and radio manner
- ◆ Ability to communicate effectively with a wide range of people
- ◆ Ability to work effectively both alone for long periods and as part of a small team in a relatively limited space
- ◆ Experience of using various computer packages

### DESIRABLE

- ◆ Front line or building security experience
- ◆ Experience of operating a telephone switchboard
- ◆ Knowledge of CCTV systems
- ◆ Experience of crowd management
- ◆ First Aid Qualification
- ◆ Fire Marshall Experience

# MAIN DUTIES AND RESPONSIBILITIES

## STAGE DOOR OPERATION

- ◆ Be responsible for the physical security of the Dominion Theatre, Nederlander House and the Great Russell Street properties during working hours, monitoring the CCTV and taking action to ensure risks are dealt with effectively.
- ◆ Act as a building key-holder, opening and closing the building in line with current processes, ensuring that all fire-exits are unlocked and cleared when opening and ensuring that all external doors and shutters are locked when closing.
- ◆ Answer both external and internal calls to Stage Door efficiently and politely, offering a high level of customer services at all times.
- ◆ Receive, log and secure deliveries on behalf of other theatre users, ensuring that the intended recipient is informed of their arrival in a timely manner.
- ◆ If required, take on the responsibilities of the Duty Fire Officer / First Aider.
- ◆ Promote a professional and efficient image of the theatre by keeping the Stage Door area clean and tidy.
- ◆ Ensure the timely and full completion of relevant documentation in relation to the Stage Door operation, including but not limited to, key logs, sign in sheets, fire officer checks and the documenting of alarm panel activity and anti-social behaviour in the theatre environment.
- ◆ Monitor two-way radios provided by local groups involved in area security, reporting back to the Operations Team as necessary.
- ◆ Resolve problem situations that may arise in the Stage Door environment or as a result of security breaches in a professional, courteous and open-minded manner.
- ◆ Help maintain suitable avenues of communication between all department members to ensure everyone is always fully aware of the activities within the department.
- ◆ Maintain a good working relationship with any external security providers, supporting the Duty Manager by being an available source of advice and information to them.

- ◆ Work with Front of House Management and Stage Door Management to ensure that any external security providers are providing the required standard of service across their entire remit. Stage Door Management should then be advised to ensure that any slip in standards is addressed accordingly moving forward.

## **HEALTH AND SAFETY**

- ◆ Be fully aware of all emergency procedures and take an active responsibility in them in the event of an evacuation, or lockdown situation, fulfilling the role of 'Stage Door Keeper' as named in the appropriate procedure when required.
- ◆ Respond swiftly and calmly to any activation of the fire alarm system, door alarms or panic alarms, ensuring that clear communication is given to radio users.
- ◆ Comply with all Company Policies and Procedures, including but not limited to all
- ◆ HR Policies, the Environmental Policy and the Health & Safety Policy.

## **OTHER**

- ◆ Undertake any reasonable duties as required by the Stage Door Management Team or members of the Senior Management Team.
- ◆ We want to create and sustain a productive, diverse and inclusive working environment, and ask everyone who works with us to champion this ambition and embed it into their day-to-day work.