

JOB DESCRIPTION



DEPUTY HEAD OF STAGE DOOR ♦ DOMINION THEATRE

DEPARTMENT	Stage Door
CONTRACT TYPE	Full Time, Permanent
REPORTS TO	Head of Stage Door & Building Security
DIRECT REPORTS	Stage Door Keeper
SALARY	£19.52 per hour (BECTU Grade 2) with overtime on early mornings, late nights, or on Sundays paid at double rate
HOURS	Minimum 32 hours per week, with regular overtime.
HOLIDAY	16 days per year, plus bank holidays



JOB PURPOSE

Facilitate the smooth and efficient running of the Stage Door department at all times, taking an active role in monitoring the security of the building using CCTV, and ensuring a courteous and professional welcome to everyone who passes through the stage door area.

Act as a key contact for those managing local security, including maintaining relationships with beat officers and wardens, and monitoring and managing local two-way radios communicating with nearby businesses and theatres, ensuring that relevant information is always shared with the Duty Manager.

Take an active role in the training, development and ongoing management of Stage Door Keepers and Fire Officers. In the case of absence or unavailability, act on behalf of and assume the duties of the Head of Stage Door.

KNOWLEDGE / EXPERIENCE / SKILLS NEEDED

Please demonstrate how you meet these qualities in your application.

ESSENTIAL

- ◆ Previous experience working on a Stage Door
- ◆ Proven ability to offer consistently high levels of service in a busy ever-changing environment
- ◆ Friendly and efficient telephone and radio manner
- ◆ Experience of operating a telephone switchboard
- ◆ Knowledge of CCTV systems
- ◆ Experience of using various computer packages, including Word, Excel and PowerPoint
- ◆ Problem solving ability
- ◆ Ability to work effectively both alone for long periods and as part of a small team in a relatively limited space
- ◆ Excellent communication skills, both written and spoken
- ◆ Ability to remain calm and professional when faced with highly stressful emergency situations

DESIRABLE

- ◆ Experience of motivating a small team
- ◆ People development and performance management experience
- ◆ SIA qualification for CCTV Operative and/or Door Supervisor
- ◆ Experience of crowd management

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 operating hours, actively 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 all external doors and shutters are locked when closing.

- ◆ Provide a high level of customer service to all internal and external customers, including other members of the theatre team, members of the public, visiting companies, contractors and suppliers that come to Stage Door.
- ◆ 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.
- ◆ Promote a professional and efficient image of the theatre by keeping the Stage Door area clean and tidy.
- ◆ Ensure the timely and full completion and safe filing 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.
- ◆ Alongside the Head of Stage Door, develop and maintain suitable avenues of communication between all department members to ensure everyone is always fully aware of the activities within the department.
- ◆ 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.
- ◆ 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 the Head of Stage Door and Front of House management team to ensure that any external security providers are providing the required standard of service across their entire remit. Any issues should be raised with the staff in question to ensure that the operation resumes to the required standard at the time. The Head of Stage Door should then be advised to ensure that any slip in standards is addressed accordingly moving forward.
- ◆ Develop and maintain good relationships with those managing local groups including, but not limited to the Police, SOLT, and the local BID, on matters of security and monitor two-way radios provided by them, reporting back to the Head of Stage Door & Building Security and Operations Team as necessary.

HR AND STAFF MANAGEMENT

- ◆ Act as a first port of call for all Stage Door Keepers and Fire Officers in the absence of the Head of Stage Door.
- ◆ Ensure that all departmental employees, casuals, and external staff are always well presented or in full uniform and efficient in all areas of their role.
- ◆ Assist the Head of Stage Door in ensuring that all Stage Door Keepers are suitably trained in the day-to-day operation of all Stage Door electronic systems, including, but not limited to Net2, CCTV, the fire panel and intruder alarm.
- ◆ Lead by example, demonstrating the behaviours and actions expected of the Stage Door team to Stage Door Keepers.
- ◆ Assist the Head of Stage Door in motivating Stage Door Keepers and Fire Officers, supporting their induction, ongoing development and training.
- ◆ Assist the Head of Stage Door in monitoring and reviewing staff performance in line with Company guidelines and where necessary take appropriate action.
- ◆ Assist in creating department rotas in line with Working Time Regulations and agreed shift structures and completing accurate timesheets for all department employees when necessary.
- ◆ Assist in the recruitment and selection of Stage Door Keepers and Fire Officers in line with the venue requirements and company policy.

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, intruder, or panic alarms, ensuring that clear communication is given to radio users.
- ◆ Ensure all the company's policies, including, but not limited to the Health & Safety Policy are adhered to by all employees in the Stage Door department.
- ◆ In the absence of the Head of Stage Door & Building Security, represent the department at Operations and/or Health & Safety meetings, providing an update on departmental activities and communicating the contents of these meetings to all other departmental employees as appropriate.
- ◆ Comply with all Company Policies and Procedures, including but not limited to all HR Policies, the Environmental Policy and the Health & Safety Policy.

OTHER

- ◆ Act as a key-holder for any out of hours call out from the security monitoring company, attending the site swiftly, assisting any emergency services that may be on site and ensuring the security of the building before leaving.
- ◆ Support the Head of Stage Door, Theatre Management, and Events team for large scale events, opening nights etc, at times taking an active lead in the management of stage door and external security during the event.
- ◆ Support the presence of Hillsong at the venue, working with the Head of Stage Door and Theatre Management to develop realistic approaches to manage the security of the building and attendees based on current risk levels and at each event take an active role in overseeing this approach.
- ◆ Implement and monitor any new procedures affecting the stage door department as directed by Head of Stage Door or Senior Management.
- ◆ Undertake any reasonable duties as required by the Head of Stage Door or 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.