



Casual Stage Door Keeper

Job Description
Person Specification

July 2021

Wycombe Swan is part of HQ Theatres & Hospitality's (HQT&H) portfolio of eleven regional theatres and live entertainment venues and is part of the Trafalgar Entertainment family. **HQ Theatres & Hospitality** manage 11 venues on behalf of local authorities across the UK; from live music venues and concert halls to large auditoria presenting top West End productions, high profile live music and comedy, ballet, opera and family theatre, HQT&H are recognised for providing industry-leading hospitality and first class customer experiences.

Wycombe Swan is located in the heart of the High Wycombe town centre and comprises of three distinct spaces to provide the people of Buckinghamshire with top-quality musicals, drama, comedy, dance, family shows, one night events, and a world-class pantomime. With a capacity of 1,076 seats, the Main auditorium boasts superb acoustics, a large stage and adaptable seating. The historic Old Town Hall offers a smart, distinctive, multi-use space with staging and seating up to 400 and 600 standing. Rounding off the spaces is the ornate Oak Room, providing a glorious and elegant setting for events of up to 120 people. More than just high quality programming seen in the main space, Wycombe Swan regularly hosts conferences, graduations, parties and weddings, with exquisite food provided by the in-house catering team.

The Wycombe Swan and Old Town Hall has always been at the heart of the Wycombe community. We are proud to be a venue that supports local community hires, alongside nurturing the young talent of Bucks through our youth drama activities. Playing our part during the Coronavirus pandemic operating as a vaccination centre for the NHS, we are now looking to grow our team with passionate and talented individuals.

- Employment type:** Casual
- Salary:** You will only be paid for the hours that you work. The Company will pay you £8.91 per hour (gross).
- Hours:** As required. Working hours will include evenings, weekends and Bank Holidays.
- Work location:** You will be based at Wycombe Swan, High Wycombe and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** The role of the Casual Stage Door Keeper is to be a professional, helpful and friendly first point of contact for all visitors to the building. This is a safety-critical role, supporting the delivery of fire safety and security to the building, and being a vital link in reporting of incidents and evacuation. Members of the Stage Door team are responsible for opening or closing the building and helping to ensure key administrative and building processes run smoothly.
- Our ideal candidate:** Will be a confident, outgoing and a welcoming team player. They will have experience of working in a busy environment, dealing with a range of customers whilst maintaining exemplary levels of service. They will be able to remain calm in pressurised situations, be able to work on their own under their own initiative and have excellent communication skills.
- Closing date:** Ongoing
- How to apply:** Please send your CV and covering letter to admin@wycombeswan.co.uk with the subject title 'Casual Stage Door'. Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

REPORTING

You will report directly to the Buildings and Technical Manager & Deputy Buildings and Technical Manager.

KEY ACCOUNTABILITIES

Operations

- To offer a warm and welcoming presence at Stage Door and maintain the security of the building by ensuring that all visitors to the venue are signed in and are either met by a member of staff or are directed to their place of work.
- To greet all visitors with or without appointments and deal with their enquiries professionally and efficiently. Take and distribute messages, forward emails as appropriate and maintain an efficient internal communications system
- Support the delivery of fire safety and security to the building, being a vital link in reporting of incidents and evacuation.
- To sort and distribute incoming and outgoing mail as required, Receive and sign for parcels, special delivery items and packages that arrive during the day. Ensure that deliveries are logged and distributed by informing the relevant persons of their arrival
- Preparation as directed and delegated of Artiste Welcome Packs, and their timely issue.
- Preparation as directed and delegated of Accommodation Lists, and their issue as appropriate
- Security of backstage and administrative areas including, but not limited to, monitoring of all people entering / leaving the building, and maintenance of signing-in and signing-out records; supervision and monitoring of CCTV, and of fire and intruder alarms.
- Provide switchboard services for the organisation, including radio communication with staff to ensure effective routing of calls.
- Manage the signing in and out of keys and radios in line with company procedures
- Manage the Dressing Room areas, including arranging hospitality riders, checking cleanliness and carrying out health and safety checks as instructed by the Building and Technical Manager.
- Assist the Stage Door Administrator in ensuring Riders and associated technical information is received, disseminated and stored as instructed and within the required deadlines.
- To assist the Administration Manager and wider departments with a variety of administrative tasks, such as completing contracts, updating spreadsheets, collating ticketing reports and manage lost property.

Health & Safety

- Assist in protecting and safeguarding the buildings and their contents from possible theft, damage and abuse by carrying out assigned duties as directed and abiding by policies and procedures issued
- Ensure the safety and comfort of customers and clients at all times whilst on the premises.

- To abide by relevant Health and Safety and Licensing requirements and to ensure all visiting performers, contractors and the general public also conform to these requirements.

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- To perform any additional duties not unreasonable for your post or the expansion of the business.

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.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience

- A passion for providing excellent customer service
- A proven track record demonstrating reliability and good timekeeping
- Experience of working as part of a team

Skills

- Able to take and act upon instructions within a given time frame and in a busy working environment.
- Ability to communicate effectively and politely with co-workers
- Ability to respond flexibly to changing business needs and demands and to work calmly and effectively under pressure
- Must be comfortable working on your own in one location for reasonably extended periods of time

Knowledge

- Literacy, computer literacy and numeracy as appropriate to the requirements of the post

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.

Desirable

- A passion for the Theatre and Entertainment industry
- Previous experience working in a customer service, theatre or reception environment