**Bridge Theatre Stage Door Keeper**

JOB DESCRIPTION

**Salary:**  £13.24 per hour

**Terms:**  Full time, Permanent

**Hours:**  Minimum 35 hours per week

**Holiday:** 20 days + bank holidays per annum pro rata

**Reports to:** House Management

**Location:** Bridge Theatre, 3 Potters Fields Park, SE1 2SG

**ABOUT LONDON THEATRE COMPANY**

London Theatre Company is a commercial theatre producing company led by Nicholas Hytner and Nick Starr, with an emphasis on new work. Our intention is to create a culture, ethos and economic model that supports writers, directors, designers and actors to work at scale in a space that is complementary to those of the subsidised theatre and West End. A new venue in King’s Cross, Lightroom, has recently opened.

**ABOUT THE BRIDGE THEATRE**

The Bridge is London Theatre Company’s first new theatre. It has a stunning riverside location on the south bank of the Thames, right by Tower Bridge and five minutes’ walk from the transport hub of London Bridge station. It is designed by Haworth Tompkins, winners of the 2014 RIBA Stirling Prize for Liverpool’s Everyman Theatre. It has 900+ seats and can be configured in end-stage, thrust and promenade formats.

The Bridge opened for the first time in October 2017, and since then has produced a variety of plays, including A German Life, a one-woman show starring Maggie Smith, and A Midsummer Night’s Dream, an immersive reimagining of Shakespeare’s classic. *My Name is Lucy Barton*, performed by Laura Linney, opened on Broadway in January 2020 and *Straight Line Crazy* with a cast led by Ralph Fiennes, transfers to New York in the autumn of 2022.

The Bridge's first musical, an immersive reimagining of *Guys & Dolls* will play until February 2024.

**ABOUT THIS ROLE**

The Bridge Theatre is looking for a dedicated and organised individual to join the Stage Door team.

The Stage Door Keeper is the welcoming face of the venue, providing a warm and helpful first point of contact for all staff, visitors, and members of the visiting Company, as well as being a key point of contact for Duty Managers. 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. This role also provides quality administrative support for a variety of different departments across the building.

This is a full-time role requiring a minimum of 35 hours per week of shift work (Monday – Sunday). Shifts are generally a minimum of 4 hours and a maximum of 10 hours. This role would form a team of three Stage Door Keepers and a small number of casual staff members.

**DUTIES AND RESPONSIBILITIES**

* To maintain 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/dressing room.
* To have a thorough understanding of the workings of the Fire Panel and emergency evacuation procedures and to be able to act in accordance with these procedures at all times, in line with company procedures.
* To relay information effectively and efficiently regarding any reported incidents, defects, or external situations.
* To be a key-holder and to be responsible for opening or closing the building.
* Controlling and maintaining the security of access fobs/keys, which must be signed in and out.
* Receiving incoming phone calls, answering enquiries and ensuring the efficient and professional transfer of calls and taking of messages when required.
* Monitoring the CCTV cameras, reporting any problems or concerns to the management and ensure that any alarms are responded to within the venue immediately.
* Ensuring all post, parcels and deliveries are directed to the correct department or staff member and keeping a log of these deliveries at Stage Door.
* To comply with the company’s Health & Safety policy, maintaining the safest possible environment for your colleagues, the visiting companies, guests and patrons.
* To regularly update a delivery schedule and send it out to the estates team at the end of each day.
* To be responsible for keeping the Green Room and kitchen in a presentable condition throughout the day.
* To log all items of lost property and respond to any lost property enquiries via the phone and email.
* To maintain and update the Stage Door Handbook.
* To train casual Stage Door Keepers when required.
* Assist with administrative tasks when required.
* Induction of visitors to the building.
* To follow the procedures set out by the Bridge Theatre and London Theatre Company at all times.

**Person Specification:**

Essential:

* Excellent communication skills (face-to-face and over the telephone)
* Enthusiastic, proactive and flexible approach to work
* Ability to remain calm under pressure in a busy and sometimes high-pressure environment
* Security and Safety conscious
* Good level of IT literacy (to include a good working knowledge of Microsoft Office)
* Strong organisational and administrative skills
* Articulate, clear communicator who is proactive in their approach to the work
* Punctual and reliable
* High standards of confidentiality, initiative and tact

Desirable:

* Knowledge of security and emergency evacuation procedures
* SIA CCTV licence
* Stage Door experience
* Interest in the arts and/or theatre
* Advanced knowledge of Microsoft Office and Smartsheet
* Knowledge of fire panels and alarm systems
* First Aid Training and Fire Marshal Training

**HOW TO APPLY**

To apply: please email recruitment@londontheatrecompany.co.uk with your CV and covering letter about why you would like to be considered for the position. We also ask that you complete an Equal Opportunities Monitoring Form either via [this link](https://app.smartsheet.com/b/form/ce9fa991bce74e5b97d70bbcd434ee47) or via our website.

Deadline for applications: **11 September 2023**

Interviews will take place in the week beginning: **11 September 2023**

For more information or if you have any queries please visit [our website](http://www.bridgetheatre.co.uk/work-with-us/) or email recruitment@londontheatrecompany.co.uk

*We are an equal opportunities employer and value diversity. We encourage applicants from different backgrounds and different experiences.*