



Door Supervisor

JOB DESCRIPTION

Salary:	£14.43 per hour
Terms:	Fixed Term Contract from 10th February to 10th May 2024
Hours:	0 hours contract with hours based on availability
Holiday:	Accrued at 12.07% of hours worked
Reports to:	House Manager
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 is currently in development.

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.

This role will be for the run of the production of *Richard II*. Shakespeare's subtle, caustic, and powerful play revolves round two startlingly modern figures: Richard, an autocrat who believes he is divinely sanctioned, and Henry Bullingbrook, a hard-headed pragmatist who has genuine authority. *Richard II* is played by Jonathan Bailey, whose past work includes *Bridgerton*, *Fellow Travellers*, Cassio in Nicholas Hytner's National Theatre production of *Othello* and Edgar to Ian McKellen's *King Lear*. He has also won an Olivier Award for his role of Jamie in *Company* and is Fiyero in the *Wicked* movie.

ABOUT THIS ROLE

The Bridge Theatre is looking for an experienced Door Supervisor to join our security team.

The Door Supervisor will assist the Front of House team in the theatre's day to day security operations, ensuring the safety and security of the building, patrons and staff. This role will be a front facing customer service role working on our main doors and within the theatre itself. You will play a key part in ensuring our customers are made to feel welcome and secure.

This role will work over Monday – Saturday. Shifts are generally in the evening except on Thursdays and Saturdays which will start in the afternoon. This role is for people who have the right qualifications and are looking to join an exciting, fast paced customer service role.

DUTIES AND RESPONSIBILITIES

- To be responsible for the Bridge Theatre's day to day security operations
- To conduct bag searches of patrons entering the venue
- To ensure customers and visitors are directed to the appropriate area of the theatre, and to be a warm, engaging, and friendly welcome to the venue
- To ensure the safety and security of the building (both back of house and front of house)
- To undertake perimeter checks
- To respond to any escalated security incidents
- To assist the Duty Managers and front of house team in safety procedures including safe and effective evacuation and invacuation in the event of an emergency situation
- To liaise and coordinate with the security team of One Tower Bridge and surrounding businesses when required
- To ensure fire exits are operational and well maintained
- To ensure Physical Intervention and new Security Industry Authority training is up to date
- To monitor levels of security and to be in communication with the Duty Manager with any concerns
- To create daily reports of the security shift in progress
- To deal with enquiries made by the public or staff and to maintain a visible profile during incoming, interval, and outgoing
- To respond to incidents and emergency situations, such as first aid and security incidents and taking action where appropriate
- To undertake any other tasks as required of you by the Duty Manager and the theatre
- To log any incidents that may occur are recorded accurately and reported to the correct people
- To have an understanding of the needs and requirements of our audience
- To be knowledgeable of London Theatre Company, its directors and its programming schedule
- Keeping up to date with The Bridge Theatre's evacuation plans and security policy
- To assist with security and crowd management within the performance space

Person Specification:

Essential:

- Valid and in date S.I.A Door Supervisor licence
- Excellent interpersonal and communication skills
- Experience of working in a public facing environment
- A thorough understanding of security risk assessments
- A familiarity with safety procedures
- Excellent customer service skills
- To have sound judgement and a proactive approach to conflict resolution



Desirable:

- Experience of working in an arts venue
- An interest in the theatre industry
- Experience of working with high profile guests
- First Aid Qualification

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](#) or via our website.

If you would prefer to apply in a non-written format, you will have the opportunity to submit video or voice recordings in place of written answers. Please email recruitment@londontheatrecompany.co.uk to arrange.

If you require additional support in completing any part of the recruitment process, you will have the opportunity to let us know via the application form. Alternatively, you can tell us at recruitment@londontheatrecompany.co.uk at any time.

Deadline for applications: Sunday 26th January at 12 noon (interviews will take place during week commencing 27th January)

For more information or if you have any queries, please visit [our website](#).

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