

Casual Stage Door Administrator



Job Description
Person Specification

March 2018

G Live is one 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

Located in the heart of the prosperous Guildford town centre, G Live is a remarkably flexible venue capable of accommodating the varied needs of professional touring shows and local community organisations, as well as being a vital linchpin within Guildford's business and leisure tourism offer. The Main Hall is a highly flexible space with a seated capacity of 1,031 rising to 1,700 in standing format. It has class-leading acoustics, excellent technical facilities and is highly accessible. The venue includes the Bellerby Studio and the Glass Room (both 100 capacity) and a range of meeting and function rooms.

Employment type: Casual

Salary: £7.38ph (under 25), £7.83 (25+)

Hours: Stage door staff are on site whenever the building is occupied. Therefore the hours include normal daytime work, but also regularly include evenings, weekends and bank holidays.

Work location: You will be based at G Live, London Road, Guildford 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 post holder will assist in the efficient running of the administration functions at G Live; providing a quality administrative, communications and reception support service for all departments, callers, visitors, patrons and the general public as appropriate.

The Casual Stage Door Administrator will be the hub of all backstage communications and administrative systems.

Our ideal candidate: 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, and have excellent communication skills.

For an informal discussion contact: Jon Ross, Facilities & Buildings Manager
01483 739045 jross@glive.co.uk

Closing date: Ongoing

How to apply: Complete the HQ Application Form available at glive.co.uk and submit with a covering letter to jross@glive.co.uk 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! Enclose a CV too if you wish, but please complete the form.

REPORTING

You will report to the Facilities & Buildings Manager.

KEY ACCOUNTABILITIES

Key Accountabilities of the Post are to:

- Development of a good working knowledge of the Venue's programme, services and facilities so that enquiries can be accurately, promptly and appropriately handled.
- Within agreed customer service standards and procedures, welcoming all visiting artistes and company members, and other visitors to G Live.
- Assist with the security of backstage areas including, but not limited to, monitoring of all people entering/leaving the building via Stage Door; the maintenance of signing-in and signing-out records and the management of the issue and return of keys and radios.
- Provide a reception service for the 'back of house' entrance to G Live, including receiving deliveries, directing visitors, assisting with artistes enquiries, and helping staff as required.
- Locking of all internal and external doors to the building, including the closing down building walk round if working the evening/end of day shift.
- Assist the Facilities & Buildings Manager with the implementation of G Live's Emergency and Evacuation procedures.
- General understanding of G Live's Building Management Systems (BMS) and implementation of the Venue's contractor Permit to Work procedures.
- The supervision and monitoring of CCTV, fire and intruder alarms, and the implementation of the visitor car-parking policy.
- Operation and use of the fire board panel, as and when instructed by the technical team and / or duty manager.
- Providing an excellent and efficient switchboard service and transferring calls to appropriate members of staff or departments.
- Accurate logging of invoices, lost property, technical and parking logs.
- Other related duties and responsibilities as may reasonably, from time to time, be required by the Facilities & Buildings Manager or Venue Administrator.

OTHER TERMS OF EMPLOYMENT

- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.
- Dress in accordance with Company uniform policy and wear protective clothing as issued, if applicable.
- Attend meetings as required.

- Undertake any relevant training and development that may be required and keep abreast of developments in his/her field of expertise.
- Carry out any other duties as required from time to time, taking into consideration the grade of the post and the capabilities of the post holder.

PERSON SPECIFICATION

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

ESSENTIAL

- A passion for delivering excellent customer service.
- Evidence of organisational ability and administrative experience with the ability to prioritise tasks.
- Literacy, computer literacy and numeracy appropriate to the requirements of the Post.
- Must be comfortable working on your own in one location for reasonably extended periods of time.
- High level communication skills and an excellent manner when dealing with the public, stakeholders and industry colleagues including promoters and ticket agencies.
- An ability to be flexible to business need and work calmly and effectively under pressure .
- Ambition and drive with the ability to learn quickly.
- A pro-active, flexible and positive approach to solving problems in a prompt and independent manner.
- Available to work evenings, weekends and Bank Holidays.

DESIRABLE

- Experience in a similar role, or within the theatre or entertainment industry.
- Self-starter with good initiative.
- Good sense of humour.
- First aid training.