

Stage Door Administrator

DARTFORD ORCHARD THEATRE

Job Description

Person Specification

February 2020

The Orchard Theatre is one of 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.

The Orchard Theatre has welcomed some of the best entertainers including Derren Brown, Dawn French and Jimmy Carr. The theatre also offers first class hospitality, including The Restaurant, which is hugely popular for pre-show dining, where it offers a great ambiance, delicious food and a welcoming team.

Employment type: Contracted, 24 hours per week

Salary: £10,397.28 per annum

Hours: 24 hours per week on a rota, and will include evening, weekend and Bank Holiday working.

Work location: You will be based at The Orchard Theatre.

Purpose of the role: To deliver an excellent standard of service to all our customers. To provide quality administrative support for all departments and monitoring within agreed procedures of the security of backstage and administrative areas.

Our ideal candidate: Will be friendly, fast, always smiling and enjoy working in a thriving theatre and busy Stage Door environment.

For an informal discussion contact: Emma Branch
Tel: 01322 220099

Closing date: 16TH March 2020

How to apply: Send your CV and a covering letter to ebranch@orchardtheatre.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!

REPORTING

The Stage Door Administrator reports directly to the Stage Door Supervisor.

KEY ACCOUNTABILITIES

Key Accountabilities of the Post are to:

Administration

- Provision of accurate, timely and appropriate administrative support for all functions in the Theatre, as directed and delegated by the Stage Door Supervisor and Administration Manager; such support will include, but not be limited to, processing orders and invoices; mail-outs and other marketing activities; management of delivery of incoming mail, and preparation of outgoing mail; external and internal e-mail communication.
- Receipt, logging and distribution of deliveries to the Theatre, in line with agreed policies and practices.
- To be responsible for daily sales reporting and its accurate distribution to relevant departments.
- With guidance from the Stage Door Supervisor and Administration Manager, to maintain effective communications both within the Stage Door and The Orchard Theatre as a whole, including manning the switch board whilst on duty.

Security

- 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.
- With the support of the Duty Manager to be responsible for un-locking and locking the building on each shift.
- Management within agreed procedures of the Theatre's car-parking spaces.

Customer Service

- To provide a welcome, within agreed customer service standards and procedures, of all visiting artistes and company members, and of all visitors to the Orchard Theatre; and maintenance of continuing high levels of customer service to visiting artistes and visiting company personnel during the period when they are working at the Orchard Theatre.
- Maintenance of safe and well-kept wardrobe and dressing room facilities.
- 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.

OTHER DUTIES AND RESPONSIBILITIES

- 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.

I acknowledge receipt of, and confirm my agreement to carry out the duties as described. I understand this job description is current at the date shown above and that, in consultation with the post holder, it is liable to variation by management to reflect or anticipate changes in or to the job.

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:

Essential

A passion for providing excellent customer service	
Lively, articulate and engaging spoken communication and an excellent manner when dealing with the public, visitors, and colleagues within The Orchard Theatre and within the entertainment industry	
Literacy and computer literacy appropriate to the requirements of the Post, to include a strong awareness of excel.	
Ability to respond flexibly to changing business needs and demands and to work calmly and effectively under pressure	
A proven track record demonstrating reliability and good timekeeping	
A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers	
Ability and willingness to work not only during the weekday daytimes, but also, as required within the Stage Door Team rota, in the evenings, at weekends, Bank Holidays and Christmas Holidays.	
A presentable, professional and approachable manner which sets an example for others to follow.	

Desirable

Enthusiasm for the performing arts and entertainment	
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Previous cctv experience	
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Personal

Prepared to conform to dress code	