



Troubadour

WEMBLEY PARK THEATRE

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STAGE DOOR HOST

JOB DESCRIPTION

Troubadour Theatres is a company which specialises in large-scale installation theatres and studios. We build and operate go-to destination venues that are fully flexible, contemporary and impressive with the ability to showcase world-class entertainment whilst providing a greater audience experience for all.

We are looking for hard-working and motivated Stage Door Hosts for Troubadour Wembley Park Theatre. The right candidate will be excited to join a dynamic team in a unique venue, offering an exceptional experience to our clients.

Stage Door Hosts will report directly to the Theatre Manager. Please find a list of responsibilities below:

KEY RESPONSIBILITIES

- As the first person to meet visiting company members, contractors, staff and visitors as they enter the venue be a welcoming presence, ensuring that any information that needs to be passed along is done so in the correct way
- Refer to the Stage Door diary to be aware of any visitors coming onto Site each day, and who from the venue they are expecting to meet
- Monitor CCTV footage across the building from the console at Stage Door, reporting any possible concerns to the Site Manager and/or Theatre Manager
- Oversee access control to the site, ensuring that the exterior gate buzzer is released for authorised persons only
- Ensure that all persons in the venue are signed in and that all persons return passes and sign out as they leave.
- Ensure that the gates are closed following deliveries to site

FIRE SAFETY

- Ensure that the fire panel is in show mode at the correct times according to the performance schedule
- Monitor the fire panel, reporting any discrepancies to the Site Manager and/or Duty Manager
- Should the fire panel enter alarm mode, respond in accordance with the theatre's evacuation procedures.

GENERAL TASKS

- Answer the phone, dealing with customer queries and directing calls to the correct person in the venue

- Keep the various logs updated, including lost property and deliveries
- Responding to enquiries relating to our rehearsal rooms for hire
- Carry out basic admin tasks to assist the venue management team
- Sign radios in and out to the correct people
- Create sign in sheets ahead of the next day
- Update the handover document to ensure that all members of the team are kept in the loop with the day's information
- Keep the reception area clean and tidy at all times
- Ensure the venues defibrillator is well looked after and policies are adhered to in regards to its usage

PERSON SPECIFICATION

REQUIRED:

- Experience of working in a busy reception environment
- Excellent verbal and written communication skills and a warm, personable demeanour
- A positive attitude with a high level of self-motivation and ability to work on your own initiative
- Calm under pressure and able to multitask
- Strong time management and able to prioritise
- Excellent attention to detail

DESIRABLE:

- A keen and active interest in theatre or arts in general
- Experience of working on a theatre Stage Door
- Switchboard experience

TERMS

- Potential to work full time hours, guaranteed minimum of 15 hours (contracted).
- Variable shift pattern between Monday and Sunday including evening, weekend and Bank Holiday work as required by the business. Must have weekend and evening availability (3:15pm-11:45pm) .
- London Living Wage Employers

To apply email your CV and cover letter to info@troubadourtheatres.com