



Troubadour
THEATRES

TROUBADOUR CANARY WHARF THEATRE LTD

STAGE DOOR KEEPER

JOB DESCRIPTION

REPORTING TO: Technical & Facilities Manager

LOCATION: Troubadour Canary Wharf Theatre, Water Street, Canary Wharf, E14 5GX

CONTRACT TYPE: Part Time/Zero Hours. Monday - Sunday, including evenings.

SALARY: £14.85 per hour.

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

We are looking for Stage Door Keepers to join the team at our brand new Troubadour Canary Wharf Theatre. The right candidate will be looking to join a dynamic team in a unique venue, offering an exceptional experience to our staff and visitors.

KEY RESPONSIBILITIES

- Be a warm and welcoming presence for visiting company members, contractors, staff and visitors as they enter the venue, ensuring that any information that needs to be passed along is done so in the correct way.
- Manage 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.
- Manage the receipt and logging of all deliveries to Stage Door.
- Monitor CCTV footage across the building from the console at Stage Door, reporting any possible concerns to the Technical & Facilities Manager.
- Oversee access control to the site.
- Ensure that all persons in the venue sign in and out and that all visitor passes are returned.

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 Duty Technical & Facilities Manager and/or Duty Manager.

- Should the fire panel enter alarm mode, respond in accordance with the theatre's evacuation procedures.

GENERAL

- 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.
- Respond to enquiries relating to potential hires.
- 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 venue's defibrillator is well looked after and policies are adhered to in regards to its usage.
- Carry out basic admin tasks to assist the venue management team.

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 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.

To apply, please send a CV and a covering letter to dec@troubadourtheatres.com

Candidates must be available to work over the Christmas and New Year periods.