

Casual Stage Door Receptionist

SWINDON **WYVERN THEATRE** **& ARTS CENTRE**

Job Description
Person Specification

July 2021

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

Swindon Theatres is one of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

The Wyvern Theatre (635 seats) and **Arts Centre** (224 seats) are exciting places to work. Both venues offer a mixed programme of concerts, comedy, dance, drama, musical theatre and local amateur productions. We also host a wide range of hospitality and dining events throughout the year and hire our spaces for conferences, private parties and weddings. We are extremely proud of our venues. Our teams enjoy working in an ever-changing environment with people who have true passion and dedication. If you're looking to work in unique surroundings and in a role that allows you to drive your interests and ambitions forward, we may have just the job for you!

Employment type: Casual

Salary: £8.91 per hour

Hours: Working hours will include evenings, weekends and Bank Holidays.

Work location: You will be based at **Wyvern Theatre** and may be required to work at the **Swindon Arts Centre**. You 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 be responsible for the efficient delivery of receptionist duties as a key welcoming point for artists, visiting companies, staff, visitors and deliveries. In addition, the post will be expected to undertake administration duties including the issuing and distribution of dressing room keys and welcome packs to visiting artists, staff and companies, dealing with deliveries and enquiries, phone answering and exchange service, basic administration and filing duties.

Our ideal candidate: We are looking for a positive and self-motivated candidate who will strive to work within a small team to ensure a safe and welcoming environment as we look to open again this summer.

For an informal discussion contact: Paul Wyse, Buildings and Technical Manager
01793 509043 , pwyse@wyverntheatre.org.uk

Closing date: Ongoing

How to apply: Send your CV and a covering letter to pwyse@wyverntheatre.org.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

You will report directly to the Buildings and Technical Manager.

KEY ACCOUNTABILITIES

Strategic

- With other members of the Stage Door team, contribute as required to the achievement of Swindon Theatres' business plan and its relevant targets and objectives.
- To make sure that Stage Door reception area is always clean and tidy, with up-to-date marketing materials available.

Operations

- To follow the open and close up procedures to ensure the building is fully secured.
- At the end of the show whilst closing up, ensure all areas are clean, tidy and well presented. Highlight any areas that need attention to the Duty Manager and/or Cleaners.
- To welcome all visitors and staff to the building, providing them with accurate information as required.
- To assist the Administrator and wider departments with a variety of administrative tasks, such as completing contracts, updating spreadsheets, collating ticketing reports and processing invoices.
- Have knowledge of Swindon Theatres' programming and have viewed visiting companies' riders, prior to their arrival, to ensure appropriate action is taken and information can be given.
- From the Company Manager, obtain any additional information to ensure the smooth running of the company's visit to Swindon Theatres.
- To make sure that Stage Door is not left unattended once a visiting company has arrived.
- To sign for any deliveries and notify the person responsible for them, and operate any control procedures in place.
- To ensure all messages and relevant information are passed onto the next Stage Door receptionist at the change of shift.
- To look after all keys and passes kept at Stage Door and ensure they are signed for and returned.
- To provide Ticket Sales figures for all companies who request them.
- Manage the washing machine, tumble dryer and the cleaning of towels, making sure Wardrobe is clean and tidy for the next visiting company.
- Organise couriers for any of the departments within Swindon Theatres as required.
- Manage lost property, updating the database accordingly and calling anyone who enquires about missing items.
- To answer all general calls coming into the building, directing them to the appropriate person or offering voicemail/message options.
- To access the voicemail messages left on the Stage Door phone, take appropriate notes and respond to the message accordingly.
- To check and respond to the Stage Door email account, using appropriate professional language and accurate grammar. Make sure all emails are filed away once completed.
- To sort through and open the postal deliveries and distribute to relevant departments.

Health and Safety

- Ensure all staff, visitors and visiting companies sign in and out of the building.
- To be fully knowledgeable of the correct procedures during fire alarms and evacuation of the building.
- To report to the Buildings and Technical Manager or members of the Duty Management team any areas that require maintenance attention or any potential health and safety hazards within the theatres.
- To inform the Buildings and Technical Manager or members of the Duty Management team about any damage to fixtures and fittings.

Recruitment, Training and Development

- To agree to undertake training and development as appropriate and to also keep apprised of developments and current practises within security and safety.

Other Responsibilities

- Dress in accordance with our company uniform policy and wear personal protective equipment where issued and instructed.
- Attend and, if required, note take meetings as required.
- To perform any additional duties not unreasonable for your post or the expansion of the business.

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

- Experience working as part of a team.
- Literacy, computer literacy and numeracy as appropriate to the role.
- At least six months in a public/customer facing role.

Desirable

- A passion for theatre and cultural arts.
- Previous experience of following a lock-up procedure.

Personal

- Enthusiasm for the performing arts and entertainment.
- Reliable, with a flexible and pro-active attitude.
- A strong customer service focus and a genuine desire to deliver an excellent experience every time.
- A “Can do “attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.
- A good sense of humour.