

Porter

SOUTHEND THEATRES

Job Description
Person Specification

April 2016

INTRODUCTION

HQ Theatres & Hospitality (HQT&H) is a division of Qdos Entertainment Ltd.

Qdos Entertainment is wholly owned by husband and wife entrepreneurs, Nick & Sandra Thomas. Nick created Qdos Entertainment in 1999, and remains Chairman of the company, which is now one of the largest, broad-based entertainment Groups in Europe.

Rooted in family entertainment and traditional values, Qdos Entertainment has grown both organically and through a steady 'buy & build' strategy, by acquiring businesses that complement the original model, managed by a highly experienced management team.

Qdos Entertainment, via its wholly owned subsidiary HQ Theatres & Hospitality, has a proven track record of successfully managing and operating theatres and other cultural venues, and is the UK's second-largest regional theatre and concert hall operator.

The current portfolio of 11 venues include: The Cliffs Pavilion, Southend; The Palace Theatre, Westcliff; G Live, Guildford; The Lyceum Theatre, Crewe; Wycombe Swan, High Wycombe; The Wyvern Theatre, Swindon; The Arts Centre, Swindon; The Beck Theatre, Hayes; The White Rock Theatre, Hastings; The Orchard Theatre, Dartford, The Colosseum, Watford, and from April 2016 The Churchill Theatre, Bromley.

The Company also operates an extensive range of hospitality and accommodation environments, including restaurants, cafés, bars, coffee shops and boutique hotel rooms under the brand HQ Collection. The company's freehold restaurants and accommodation businesses include the award-winning Copper Horse Restaurant and Cottages; The Mayfield Pub, Carvery and Rooms in Seamer and The Plough Pub, Restaurant & Rooms in Scalby, near Scarborough.

SENIOR MANAGEMENT STRUCTURE

Chairman: Nick Thomas

Group Chief Executive Officer: Paul Parnaby

Chief Financial Officer: Jim Parry

Chief Executive Officer, HQT&H: Julian Russell

Group Marketing Director: Ian Wilson

Operations Director, HQT&H: Alvin Hargreaves

Southend Theatres Ltd is managed by the Theatre Director, **Ellen McPhillips**

LOCATION OF BUSINESS

HQ Theatres & Hospitality Limited has its headquarters office in Drury Lane, London.

The post holder will be based at **[normal place of work]**. The post holder's approved travel and other out-of-pocket associated costs will be reimbursed.

EQUALITY OF OPPORTUNITY

Qdos Entertainment Limited is committed to being an equal opportunities employer. The aim is to ensure that all employees are treated equally and are employed solely on the basis of their ability and potential to do the job, regardless of their race, colour, gender, sexuality, disability, age, religion or beliefs.

REPORTING

Porters report directly to the House Manager.

PURPOSE OF THE POST

Under the direction of the Head Porter and House Management, Porters are responsible for day to day cleaning, portering, maintenance and security of the premises as directed.

ACCOUNTABILITIES

1. Undertake cleaning duties as directed to specified standards and to the satisfaction of the Head Porter/Duty Management.
2. Assist in maintaining the exterior areas of the building, including sweeping, litter picking, weeding and hosing down if necessary, as well as maintenance of the pond and bin areas as instructed.
3. Assist the Head Porter and Maintenance Technician in the day to day programme of scheduled and reactive maintenance and repair work.
4. Ensure all storage areas and cupboards are kept clean, fully stocked and organised.
5. Use all materials and equipment issued as instructed, following COSHH guide lines.
6. Support the Head Porter and main cleaning contractors by ensuring all equipment is in good working order, safe to use and has the necessary PAT certification, reporting faults or concerns immediately to the Head Porter.
7. Report any faults, damage or hazardous situations immediately, following Health and Safety policy guidelines.
8. As a key holder, undertake unlocking, opening and securing of theatre and hospitality areas as required and instructed.
9. Issue building keys as necessary to visiting contractors and ensure return of the same.
10. Attend to the fire alarm panel in the event of activation and assist with evacuation procedures.
11. Supervise the Hall Change team and undertake Hall Changes as and when required.
12. Assist in the preparation and setting up of the auditorium and ancillary areas as directed.
13. With assistance move furniture, equipment and peripherals as and when required and directed.

14. Stock WC facilities throughout the building as directed.
15. Undertake weekly water safety tests.
16. Receive, check, sign for and store all deliveries to the buildings in the appropriate areas.
17. Maintain up to date displays of internal and external marketing materials as directed by the Marketing Manager and duty management team.
18. Assist with the storage and retrieval of archive files and paperwork, ensuring boxes are correctly labelled by the appropriate department. Store and destroy as directed.
19. Undertake car park duties as required.
20. At all times abide by the terms of HQ Theatres' Health and Safety Policy detailed in the Staff Handbook, ensuring a safe, clean and well-presented environment for staff and visitors.
21. Conduct safety inspections of the building and its external areas.

OTHER DUTIES AND RESPONSIBILITIES

The post holder will:

1. Dress in accordance with the Southend Theatres uniform policy and wear protective clothing as issued.
2. Attend staff meetings as instructed.
3. Undertake any relevant training and development that may be required.
4. 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.

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PERSON SPECIFICATION

KNOWLEDGE AND EXPERIENCE

- Previous portering experience (desirable)
- Previous experience working in a public environment
- Previous experience of working in a theatre or arts environment (desirable)
- Knowledge and experience of undertaking security duties (desirable)
- Able to undertake basic maintenance and DIY tasks
- A good team player
- Articulate with good communication skills
- Numerate (desirable)
- Able to receive and act upon instructions within timeframes set
- Reliable and able to use own initiative

ATTITUDES

- Flexible approach to working arrangements, hours and staff cover
- A desire to offer excellent customer service
- A positive attitude towards visual appearance, cleanliness and health and safety

PERSONAL

- Able to carry out regular lone and assisted lifting tasks
- Prepared to conform to dress and PPE codes
- Willing to work evenings weekends and Bank Holidays as required

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

Signed

Date

[Post Holder]

Signed

Date

[for and on behalf of Southend Theatres Ltd.]

April 2016