

Casual Stage Door

**WYCOMBE
SWAN**

Job Description
Person Specification

October 2019

Wycombe Swan 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.

Wycombe Swan is entering an exciting new stage in its development. The Swan has over a thousand seats and an aspirational plan to present the very best in touring musical theatre, drama and comedy. The Old Town Hall has recently undergone refurbishment, and offers a flexible space for events and promotions in a variety of settings for up to 600 people. The Oak Room is a smaller, prestigious function room for up to 100 people.

Each year we run a Summer Project which involves over 200 young people who are professionally led to produce a piece of musical theatre.

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| Employment type: | Casual |
| Salary: | £7.70 (16-24) / £8.21 (25+) per hour. |
| Hours: | Variable hours per week. Working hours will include evenings, weekends and Bank Holidays. |
| Work location: | You will be based at Wycombe Swan and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed. |
| Purpose of the role: | To be a professional, helpful and friendly first point of contact for all visitors to the building. To adhere to all Wycombe Swan Health and Safety procedures and ensure all relevant records are kept up to date. To carry out all relevant administrative tasks and to ensure the building is safe and secure in its opening and closing at the end of the night. |
| Our ideal candidate: | Will have a passion for delivering excellent customer service and thrive in a busy atmosphere. |
| How to apply: | Send your application form to tkingdon@wycombeswan.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

You will report directly to Buildings and Technical Manager & Deputy Buildings and Technical Manager.

KEY ACCOUNTABILITIES

Strategic

- 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. Any areas that need attention need be highlighted 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 Administration Manager and wider departments with a variety of administrative tasks, such as completing contracts, updating spreadsheets, collating ticketing reports and processing invoices.
- Have knowledge of Wycombe Swan's programming and have viewed visiting companies riders, prior to their arrival, to ensure appropriate action and information can be given.
- From the Company Manager, obtain any additional information to ensure the smooth running of the company's visit to Wycombe Swan.
- 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 Administrator at the change of shift.
- To look after all keys and passes kept at Stage Door and make sure 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 Wycombe Swan 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, ensuring 'Strictly Private and Confidential' mail is not opened.
- To frank any mail that is brought to Stage Door and ensure this is completed in time for the 3.30pm collection each day.

- To undertake large mail outs, ensuring Clean Mail is used correctly and this is completed within the Marketing Departments requirements.
- To go through newspapers and cut out relevant articles about Wycombe Swan and its shows.
- Manage the notice boards at Stage Door, maintaining them to a high standard.

Health & 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 Duty Manager any areas of maintenance or any potential hazards within the theatre.
- To inform the Duty Managers of any damage to fixtures and fittings

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing 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:

Experience

- Evidence of competent computer literacy
- At least 6 months in a customer/public facing role

Skills

- The ability to perform well as part of a team.
- Ability to be flexible according to business needs and work calmly and effectively under pressure.
- At least an intermediate level of Outlook, Word and Excel.

Knowledge

- A good knowledge of the programming at the Wycombe Swan.
- A good knowledge of the local area

Qualifications

- 5 GCSE's or equivalent experience

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 passion for delivering excellent customer service

Desirable

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