



Stage Door Application Pack
Closing Date: Friday 27th August 2021

We are looking for a Stage Door Keeper to join our team at the Criterion Theatre from the 14th September 2021.

The contract will be for 29 hours per week and this will be made up of a combination of 5 hour and 8 hour shifts.

The exact rota is dependent upon the production requirements which means that the pattern will alter with each new production. The role will always involve a mix of morning shifts, afternoon/evening shifts and weekend shifts. You must be able to work a pattern of rolling weekend working, where you would work 2 of every 3 weekends, which would be a mixture of daytime and evening shifts.

We currently have Amelie The Musical until 25th September, to be followed by Pride & Prejudice*(*sort of) commencing in October 2021.

We are looking for someone with excellent communication skills, the ability to multi task and deal with emergency situations such as activation of the fire panel or contacting the emergency services, and with good attention to detail to ensure records such as the signing in sheet are always clear and accurate.

The pay rate is 11.89 per hour.

Previous experience is desirable, but not essential as training can be provided. To apply please complete the application form. We are not able to accept CVs for this position.

Closing Date for Applications – Friday 27th August 2021.

Interviews will be held from Tuesday 31st August 2021.

Please note that the Criterion Theatre Trust is an Equal Opportunities employer and treats all applicants for employment fairly, actively promoting equality of opportunity and welcomes applications from a wide range of candidates.

Please contact us at admin@criterion-theatre should you require any additional support during the recruitment process.



Stage Door Job Description

- To provide exceptional customer service to our visitors at all times.
- To ensure the safety of all staff, company & visitors.
- To adhere to all COVID-19 safety building protocols.
- To work as part of a team to ensure the smooth running of the Criterion Theatre.

Stage Door Duties

Responsible to: Theatre Manager

Unlocking and securing of building at the start and/or end of the day as per instructions and training.

To be the first point of call for all visitors and telephone calls and as such greet them in a helpful, courteous and professional manner.

To control access of public and visitors to the theatre ensuring all visitors are accounted for, registered and announced to the relevant person.

Reception cover for the theatre, operation of switch board.

Monitor CCTV, alert relevant staff if any potential issues spotted, alerting relevant staff if any issues with the running of CCTV.

To maintain up-to-date staff register. Ensure all personnel and visitors are ticked in and out of the building accurately.

To monitor the fire panel, confident with use of fire panel, logging of any isolations, report any alerts to the TM/DM/fire-officer immediately.

In the event of an emergency to liaise with the TM/DM/fire officer regarding the evacuation of the building as required.

To maintain accurate records of fire alerts.

In an emergency/evacuation situation, to be responsible for the staff roll call.

To act as fire marshal in the event of an emergency.

To greet patrons wishing to use the step-free theatre access, letting the Fire Officer know that they have arrived, and providing excellent customer service during their wait at Stage Door.

To oversee deliveries including facilitating access, checking the items delivered correspond to delivery notes and highlighting any discrepancies immediately.

To alert relevant departments when packages arrive to Stage Door for prompt removal from the Stage Door area.

continued....

To keep the Stage Door area clean and tidy at all times.

To issue keys, maintain records of issue and ensure return.

To log all lost property and sort items held for over 3 months ready for disposal. To take lost property to charity shop on occasion within shift time when staff hours crossover.

To sort post daily – ensuring all post delivered in error is forwarded to correct address.

Key holder.

Report any incidents of note to TM/DM.

To be the point of contact with the emergency services during first aid incidents as required.

To ensure that all H&S protocols and procedures, including Covid secure measures, are adhered to.

To ensure that any issues arising with visitors or issues regarding the management of Stage Door/ Reception are reported to your line manager and the H&S officer.

To familiarise yourself with all emails and information passed on from HODs, Management and Company.

Ensure the shared Stage Door email inbox is well managed, organised, and all relevant emails read by all Stage Door keepers, then filed correctly.

Ensure any relevant information is passed onto fellow Stage Door keepers for smooth running of each day.

Ensure that the Stage Door desktop is kept up to date with relevant messages and expected deliveries.

Any other relevant duties as instructed by TM/DM in response to operational requirements.

Personal Specification - Desirable

Previous Stage Door experience

Previous Key Holder experience

Previous Reception experience

Fire Marshall Training

Personal Specification - Essential

Excellent communication skills

Ability to remain calm under pressure

Ability to multi-task



Stage Door Keeper Application Form

Full Name: _____

Email: _____

Contact Number: _____

Address: _____

Employment History (Current/Most Recent First)

Job Title: Employer: Dates Worked: Duties:	
---	--

Reason for leaving:

Job Title: Employer: Dates Worked: Duties:	
---	--

Reason for leaving:

Job Title: Employer: Dates Worked: Duties:	
---	--

Reason for leaving:

Job Title: Employer: Dates Worked: Duties:	
---	--

Reason for leaving:

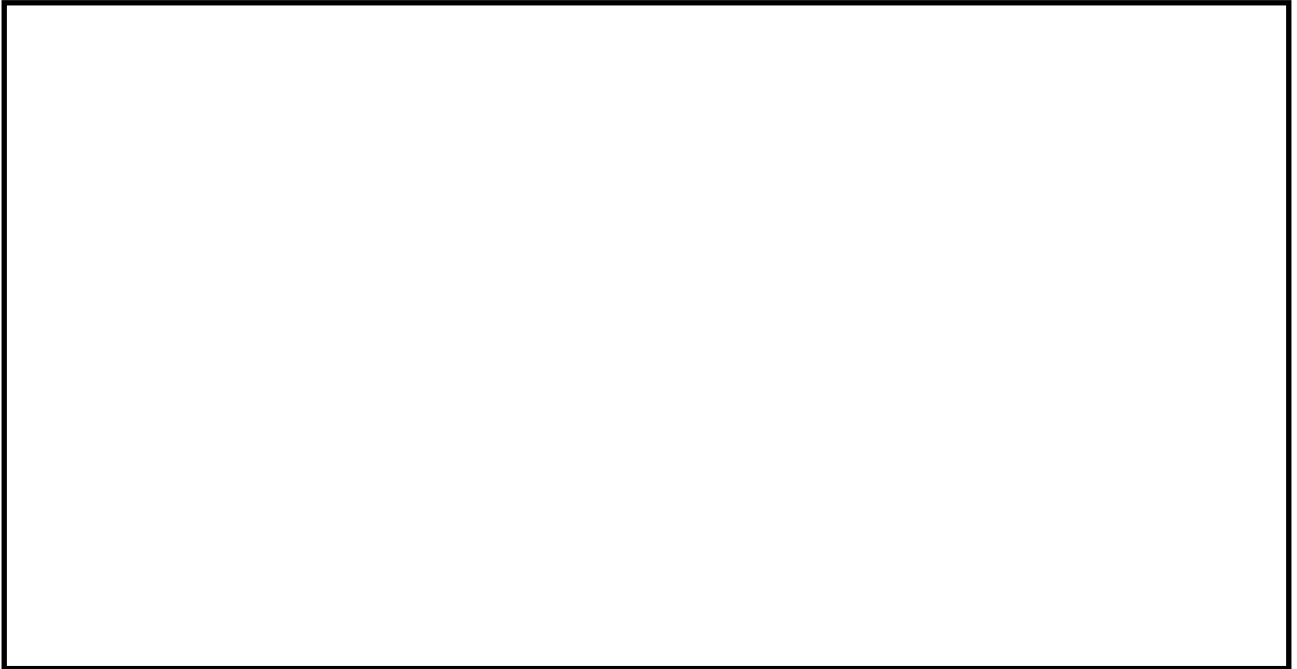
Job Title: Employer: Dates Worked: Duties:	
---	--

Reason for leaving:

Job Title: Employer: Dates Worked: Duties:	
---	--

Reason for leaving:

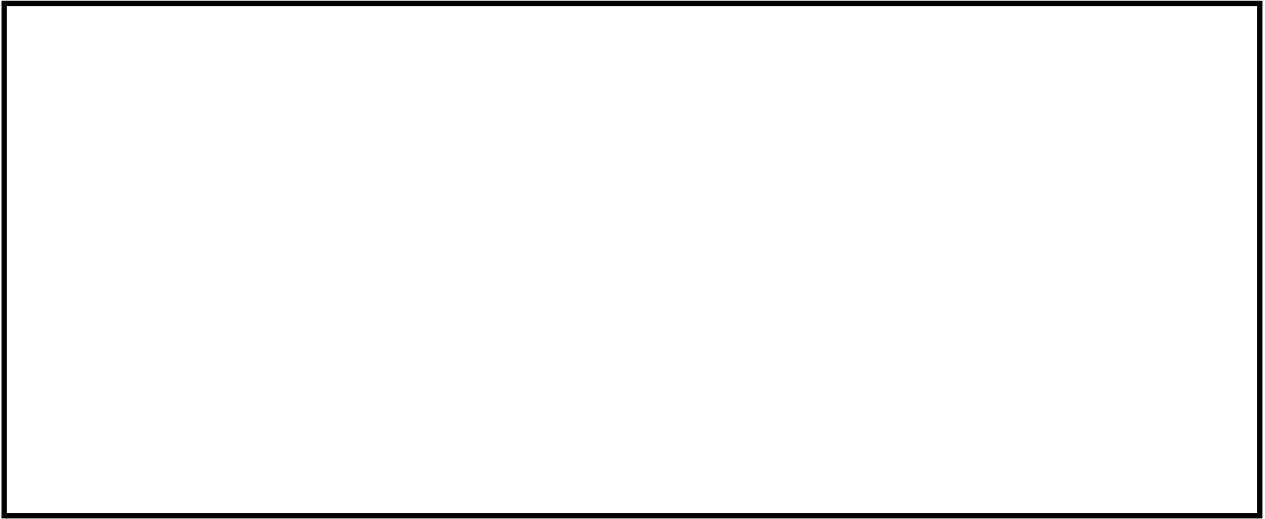
Please tell us in 100 words, or less, why you want the role of Stage Door Keeper at the Criterion Theatre and what skills you possess that would make you the most suitable candidate.



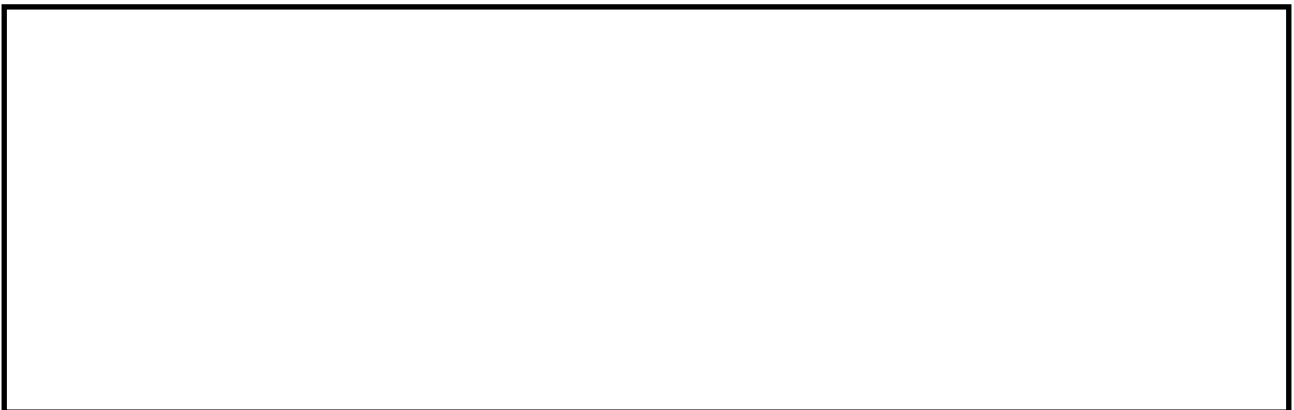
Please tell us what positions of responsibility you have held previously. This can include being a key holder, responsible for opening/locking up, responsible for a team etc.



How would you personally ensure that Stage Door was a welcoming, friendly and secure environment?



What would you consider to be the key things to remember when dealing with an emergency situation at Stage Door?



Any other relevant information you would like to include to support your application. This can include any relevant training qualifications for the role.

References

Reference 1

Name: _____

Company: _____

Relationship to you: _____

Time known: _____

Email: _____

May we contact this person without your prior agreement? _____

Reference 2

Name: _____

Company: _____

Relationship to you: _____

Time known: _____

Email: _____

May we contact this person without your prior agreement? _____

Please use the tick boxes below to confirm the details you have provided are accurate and to give your consent for the following:

I confirm that the information I have provided above is correct, to the best of my knowledge.

I understand that all appointments are subject to satisfactory references and proof of eligibility to work in the UK.

I give my consent for the Criterion Theatre Trust to hold and process this information in accordance with the Data Protection Act 1998 and General Data Protection Regulation

I give my consent for my details to be held on file by the Criterion Theatre Trust for up to six months, after which time they will be destroyed.

The Criterion Theatre Trust treats all applicants for employment fairly and actively promotes equality of opportunity and welcomes applications from a wide range of candidates. Please let us know if you require any additional support during the recruitment process.

I confirm that the above information given by me is correct and I understand that submitting false information or withholding relevant information on this form may lead to my application being rejected, or, if I am appointed, will constitute grounds for dismissal.

Name: _____

Signature: _____

Date: _____