



**CITY VARIETIES**  
MUSIC HALL · LEEDS

*The*  
**GRAND**  
Theatre & Opera House Leeds



## Stage Door Receptionist (Evenings)

### Purpose of Job

The Stage Door Receptionist role is to offer excellent customer service to customers, which includes staff, contractors and members of the show teams and public.

The Stage Door Receptionist is responsible for security which includes controlling who comes in and out of the building, monitoring CCTV, and the stage door receptionist covering the evening hours is responsible for checking and securing the building when everyone has left, which means some lone working is required.

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### Principal Accountabilities

The principal accountabilities of the role are to support the Front of House and Technical Departments, providing a friendly, welcoming and helpful experience for visitors to The Grand Theatre. The role coordinates the preparation, administration, welcome and departure of any backstage visitor to Leeds Grand Theatre. It also supports some aspects of the general administration needs of the theatre.

### Key Responsibilities

This is not an exhaustive list of the accountabilities and responsibilities associated with the role, but it identifies key tasks that will shape the day-to-day execution of the position:

- Securing the building at the end of the working day as a lone worker.
- Be the primary point of contact for visitors to the theatre: providing a polite, helpful and friendly welcome.
- Receive incoming telephone calls and messages and ensure they are passed on to the correct person in a timely manner – includes using a system to transfer calls.
- Assist in the efficient operation of the reception and general administrative function.
- Ensure incoming and outgoing mail is sorted correctly and that deliveries are distributed appropriately.
- Supervise public access and ensure the safety and security of visitors, signing them in and out, issuing keys and monitoring CCTV and Stage Door throughout the shift.
- In the case of an evacuation, work with the Fire Marshalls and if required liaise with the Emergency Services.
- Maintain and update our ASBO register whilst monitoring the BACIL System.
- Ensure all areas for which you have responsibility are clean, tidy and clear of Obstructions.
- Responsible for lost property
- Attend and participate in planning and operational meetings, training courses and events to develop skills and benefit the running of the organisation.
- Liaise with the in-house team, external producers, hirers and participants to gather and disseminate contractual, technical and operational information (e.g.: company signing in sheets, riders).

- Comply with theatre's policies and procedures, security, fire regulations and health and safety policies and legislation.
  - Perform any other administrative duties as requested.
  - Undertake other duties commensurate with the role, provided these are appropriate to the employee's skills and abilities
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### **About You**

The ideal candidate will be fully acquainted with theatre operations, the roles of management and staff and have a polite, friendly, welcoming and helpful manner and be able to communicate with everyone.

The successful applicant should be able to prioritise and able deal with multiple tasks at the same time.

The role requires the applicant to be effective, a logical thinker, flexible in their approach and not afraid to use their initiative.

The post holder will ideally have basic IT skills and be able or willing to learn our telephone and CCTV systems, however, training will be provided where necessary.

### **Essential attributes**

- Able to navigate a complex and heritage building on multiple levels and at times in low lighting.
- Actively seek ways to make visitors feel welcome and included.
- Punctual and reliable
- Experience of working in a similar role or be able to demonstrate transferrable skills
- Ability to remain calm and professional under pressure
- Team player
- Discrete, tactful and diplomatic
- Ability to work on own initiative and make decisions
- Courteous, welcoming, polite and helpful with a "can do" attitude
- Willingness to work unsociable hours and overtime if required, sometimes at short notice

### **Desirable attributes**

- Customer service training
  - Welcome Host certificate or equivalent
  - First Aid at Work qualification
  - Interest in the Arts and/or Theatre
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**Contract type:** Permanent

**Responsible to:** Head of House Management

**Salary:** £12.30 per hour

**Holiday Entitlement:** 20 days (plus bank holidays), increasing with length of service (pro-rata for part-time hours)

**Benefits**

Generous average salary pension scheme

Regular staff offers and discounts for our own venues and local businesses

Free to use Employee Assistance Programme that supports your health and wellbeing

Personnel investment and training

**Probation Period:** Six months

**Notice Period:** One month

**Hours:** To cover evenings from 6pm – 11.00pm (we envisage this to be three evenings per week, to be discussed at interview). Overtime may be available to suit the requirements of the business (sometimes at short notice) this is likely to be additional evenings, afternoons or Sunday working.