



**CITY VARIETIES**  
MUSIC HALL · LEEDS

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



## Stage Door Receptionist (Casual)

### Purpose of Job

The role of Stage Door Receptionist is to offer excellent customer service to staff, contractors, members of the show teams, the general public and more at Leeds Grand Theatre.

Most colleagues and visitors to the Grand Theatre come and go through Stage Door; the Stage Door Receptionist will give them their first impression of Leeds Heritage Theatres. They are responsible for security, which includes controlling who comes in and out of the building and monitoring CCTV.

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:

- Be the primary point of contact for visitors to the theatre: providing a polite, helpful and friendly welcome.
- Securing the building at the end of the working day as a lone worker.
- Receive incoming telephone calls and messages and ensure they are passed on to the correct person in a timely manner – this 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.
  - Undertake other duties, including administrative tasks, commensurate with the role, provided these are appropriate to the employee's skills and abilities
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### **About You**

You will be polite, friendly, welcoming and helpful, able to communicate with everyone.

You will be able to prioritise and able deal with multiple tasks at the same time.

You will need to be an effective logical thinker, flexible in your approach and not afraid to use your initiative.

You will ideally have basic IT skills. You will be willing and able to learn our telephone and CCTV systems; we will provide training.

### **Essential attributes**

- Able to navigate a complex and heritage building on multiple levels and at times in low lighting
- Courteous, welcoming, polite and helpful with a "can do" attitude, you actively seek ways to make visitors feel welcome and included
- Punctual and reliable
- Experience of working in a role such as reception, customer service, front of house, security, administration or similar public-facing role
- Ability to remain calm and professional under pressure, remaining discrete, tactful and diplomatic
- Able to work largely unsupervised but working with colleagues as required
- 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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### **Details of employment**

**Contract type:** Casual

**Responsible to:** Stage Door Supervisor

**Salary:** £13.67 per hour, plus holiday pay

### **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:** Three months

**Notice Period:** One month

**Hours:**

We operate a 3-shift pattern:

- Mornings: 7am - 1pm
- Afternoons: 12.30pm - 6.30pm
- Evenings: 6pm - 11pm (or later depending on the needs of the business)

We are looking for someone to cover gaps in the rota caused, for example, by holidays and sickness absence, sometimes at short notice, on a casual basis.

From time to time we may offer you work, which you can choose to accept or decline, however we would expect that you would cover at least one shift per month.