



Senior Stage Door Keeper, The Peacock

About Sadler's Wells

Sadler's Wells is a world-leading creative organisation, dedicated to presenting, producing and touring dance made today in all its forms. Sadler's Wells commissions, presents and produces more dance than any other theatre in the world – from tango to hip hop, ballet to flamenco, Bollywood to cutting-edge contemporary dance. With an innovative, year-round programme of performances and learning activities, this is the place where artists come together to create dance, and where we welcome everyone to experience dance and be inspired.

Our aim is to reflect and respond to the world through dance: enabling artists of all backgrounds to create dance that moves us and opens our minds; sharing those experiences with the widest possible audiences to enrich their lives and deepen their understanding of what it means to be human.

Over half a million people come to our theatres in London each year, with many more enjoying our touring productions at partner venues across the UK and in cities around the world. Sadler's Wells Theatre has been located in Islington since the 17th century. Our modern day theatre comprises a main auditorium (1,500 seats); the Lilian Baylis Studio (180 seats); three rehearsal studios; bars, a café, facilities for private and corporate entertaining and offices for Sadler's Wells' staff.

Our second theatre building and West End home, the Peacock (1,000 seats), is subject to a unique agreement whereby Sadler's Wells and the London School of Economics jointly manage it, with the LSE presenting its lectures to students during the day and Sadler's Wells presenting theatre at night.

Future Plans

Plans are underway for the development of a fourth venue in east London's Queen Elizabeth Olympic Park. Sadler's Wells' new space will be located on the Stratford Waterfront site, opposite the London Aquatics Centre, alongside UAL's London College of Fashion and the V&A Museum. The site will form part of a new cultural and education district, which will also include a major new University College London (UCL) campus and have direct links to the creative communities already based in east London.

Sadler's Wells' new space will house a 550-seat mid-scale theatre, as well as facilities for a choreographic centre and a hip hop academy, all planned to open at the end of 2022.

The Department

The Stage Door team is part of the Visitor Experience department. The role of the Visitor Experience department is to create a consistent and exceptional visitor experience throughout our venues that reflects and enhances the organisation's vision.

The department is led by the Head of Visitor Experience, and encompasses Building Services, Security, Housekeeping, Front of House and Stage Door.

Key responsibilities

The principal responsibility of the Senior Stage Door Keeper, The Peacock is to provide an efficient and welcoming service to the public, artists, companies and staff visiting the Peacock Theatre complex.

- Be a point of contact for callers and deliveries to The Peacock
- Provide a friendly and efficient service for visiting companies
- Ensure the Stage Door office is kept tidy and orderly
- Line manage The Peacock Stage Door Keepers
- Train all new stage door staff
- Create The Peacock Stage Door rotas and schedules in line with the required access times for the building
- Ensure that incidents are noted properly in the accident book and reported to the Health and Safety team
- Act as a general source of information to all theatre users and visitors
- Take and pass on messages and to inform the appropriate people when visitors arrive
- Actively seek ways of providing a high level of care and welcome to all theatre users and visitors
- Administer lost property for The Peacock, logging items and following up on any queries from patrons, companies or staff who might have lost something in the building

- Undertake all safety and security precautions and procedures identified by the Head of Visitor Experience.
- Ensure that staff and visitors comply with procedures for signing-in to the building
- Administer fire panel isolations, recording in the Fire Officers log book
- Communicate with the LSE Theatre Manager and Duty House Manager on any matters that may concern them
- Ensure that reception duties are handed over to a responsible person, approved by management whenever the jobholder has to leave the position (i.e. for toilet breaks or meal breaks) or finishes a duty roster

Other Duties

- Carry out any other duties as required
- Carry out all duties and responsibilities in accordance with the health and safety policies and procedures laid down by Management
- Maximise income and minimise expenditure without loss of quality in all areas of responsibility
- Attend occasional staff meetings, training sessions and other events which may take place outside normal working hours
- At all times to carry out duties and responsibilities with regard to Sadler's Wells' Equality, Diversity and Inclusion, and Health and Safety Policies. This may include providing assistance with evacuation procedures or building searches in the event of an emergency at any of Sadler's Wells' premises

THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THIS POSITION. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND DOES NOT FORM PART OF THE CONTRACT OF EMPLOYMENT.

What we are looking for

The successful applicant will demonstrate the following skills, experience, and personal qualities:

Essential

- Available to work daytimes, evenings and weekends
- Experience of operating a switchboard and/or reception work
- Computer literate – Stage Door Keepers must have prior experience of, or be capable of rapidly learning about the following systems which will be installed in the stage door reception area: access controls; intruder and fire alarm
- Friendly and welcoming personality
- Excellent communication skills, especially with telephone manner
- Confidence in dealing with people
- Reliable and punctual
- Ability to cope under pressure
- Able to work without constant supervision

Desirable

- Interest in performing arts, knowledge of theatre
- Ability to speak other languages, particularly Spanish, French or German

Terms and conditions

Salary £12.30 per hour, plus paid meal breaks if eligible. Hours of work will be a minimum of 12 hours over a four week period, with additional shifts to be mutually agreed.

Annual leave entitlement is 5 weeks for each Holiday Year. If you complete five years' service with the Trust, your holiday entitlement will increase to 5.6 weeks per annum

If you are an eligible job holder, you will be automatically enrolled into Sadler's Wells Trust Ltd. pension scheme

The company offers interest-free season ticket loans

The company offers a Cycle to Work salary sacrifice scheme

The company has a Death in Service insurance policy covering twice the annual salary

The company encourages attendance of performances at both theatres with a discretionary allocation of tickets to employees (subject to availability)

Making an application

A Job Description and Person Specification are included in this document. Read this carefully and if you are still interested in applying for the position shown above, please complete the online application form.

Further guidance on completing your application form can be found via the link below

[Applying for vacancies at Sadler's Wells](#)

**Please submit the online application form by 11.59pm on Monday 1 April 2019.
Late applications will not be considered.**

Interviews will take place week commencing Monday 1 April 2019.

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