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Sadler's Wells

**Stage Door Keeper**



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## Welcome

*Thank you for your interest in joining Sadler's Wells. We hope that it will be a great opportunity for you in your own career.*

Sadler's Wells holds fast today to the vision that Lilian Baylis instilled here almost a century ago: that great art should belong to everybody. Our mission is to make and create dance that inspires us all, and our vision is to create, through dance, a depth of connection beyond borders, cultures and languages, so we see ourselves in each other.

When artists and audiences talk about Sadler's Wells, they use the words: 'innovative, exciting and risk-taking'. Trying new things is part of our core purpose, and it's more important today than it has ever been.

This is an exciting and complex time in the theatre's history as we recover from the impact the coronavirus pandemic has had on our business model and work towards opening a fourth venue in Queen Elizabeth Olympic Park in east London in 2023.

This role will offer you the opportunity to bring your ideas, passion, knowledge and experience to Sadler's Wells. In return, the successful candidate will be part of a strong and supportive team in a world class arts organisation.



## Background Information

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.

In normal times, 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 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' colleagues.

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 theatre academy, all planned to open by the end of 2023.

## The Department

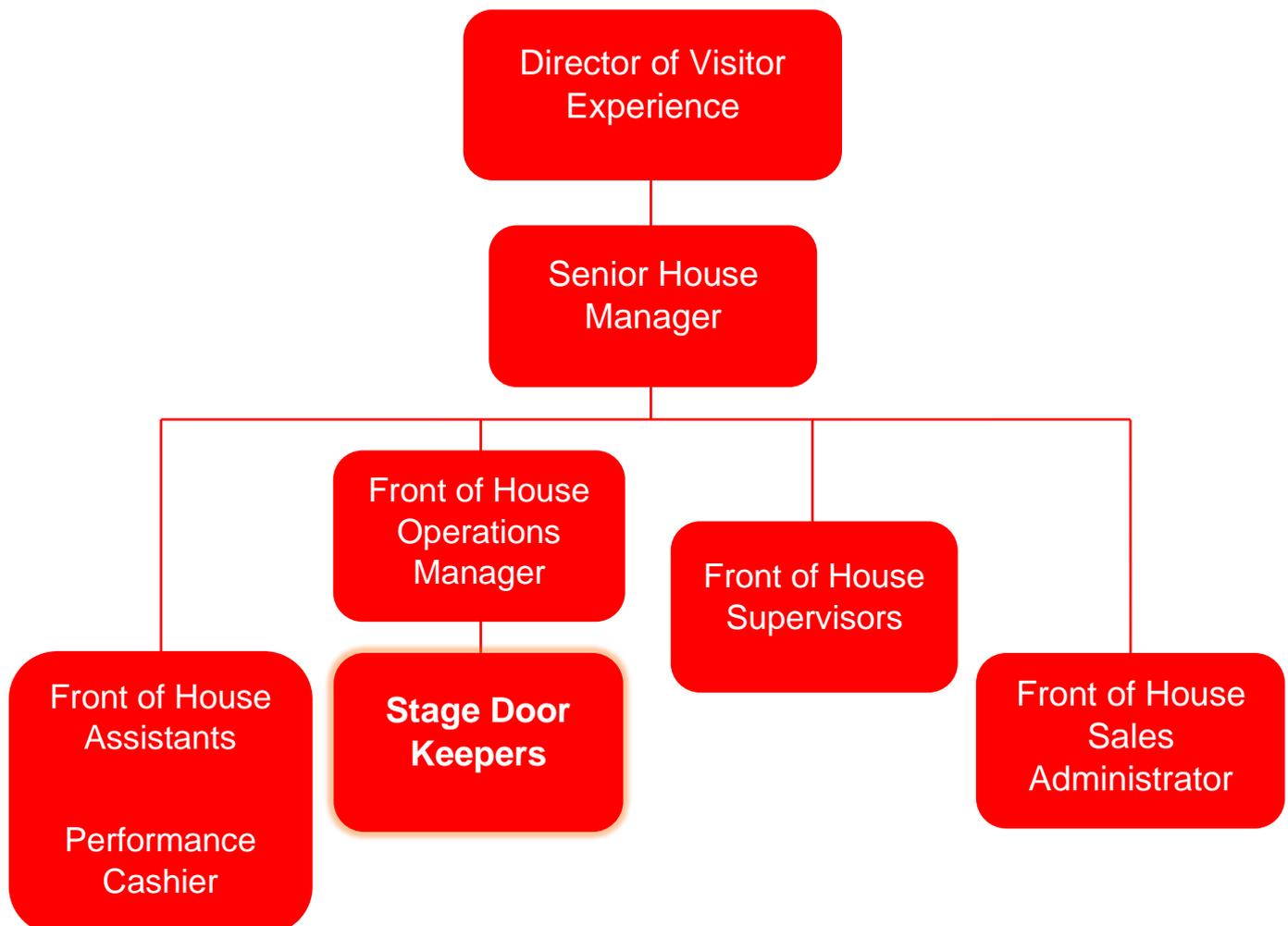
The Stage Door Team is part of the Visitor Experience Department. The role of the Visitor Experience Department is to create a consistent and exceptional visitor experience throughout our venues that reflects and enhances the organisation's vision.

The department is led by the Director of Visitor Experience and consists of the following areas, Security, Cleaning and Housekeeping, Building Services, Front of House and Stage Door.

### The Role

The role of Stage Door Keeper is crucial to providing an efficient and welcoming service to the public, artists, companies and staff visiting all three venues: Sadler's Wells, Lilian Baylis Studio and the Peacock.

### Front of House and Stage Door team:



# What are my responsibilities?

## Operations

- Act as the first point of contact for all external/internal queries (by telephone or in person) and deliveries
- Provide a friendly and efficient service for visiting companies
- Ensure the reception/stage door area and office is kept tidy and orderly
- Ensure that incidents are noted properly in the accident report book and appropriately reported to the Health and Safety Team
- Sort all external/internal incoming mail
- Act as a home-point for 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 all users and visitors to the venues
- Undertake all safety and security precautions and procedures identified by the Front of House Operations Manager
- Ensure that staff and visitors comply with procedures for signing-in to the building
- To administer, monitor and respond to the fire alarm system at Sadler's Wells and the Peacock. (Full training will be provided)

- Communicate with the London School of Economics (LSE) Theatre Manager and Front of House Operations Manager on any concerns/emergency situations
- 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

## General

- Carry out any other duties as reasonably 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' Equal Opportunities 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.*

## Who should apply?

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

### Skills and Experience

#### Essential

- Experience of operating a switchboard and/or reception work
- Available to work daytimes, evenings and weekends
- Available to work extra shifts, including Bank Holidays and the Christmas and New Year period
- 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
- Able to work without constant supervision
- Interest in performing arts, knowledge of theatre
- Must currently hold the right to work in the UK

#### Additional, but not essential

- Experience of using Mitel or similar switchboard system
- Lives within easy access of Sadler's Wells and The Peacock Theatre



## Why work for us?

You will be a key part of our mission to make and share dance that inspires us all and delivering our vision to create, through dance, a depth of connection beyond borders, cultures and languages, so we see ourselves in each other.

- You will be offered a salary of £10.82 per hour, working 20 hours per week, predominantly across Fridays, Saturdays, and Sundays
- You will get 25 days annual leave per annum (pro rata), with an additional three days after five years' service
- You will be enrolled into the Sadler's Wells Trust Ltd. pension scheme
- You will have access to our Employee Assistance Programme (EAP) to support your wellbeing
- You will engage in learning and project opportunities to develop personally and professionally, and support your career journey
- You can access an interest-free Season Ticket Loan and a Cycle to Work salary sacrifice scheme
- You will be eligible for a death in service insurance policy covering twice your annual salary
- You will be encouraged to attend performances at both theatres with a discretionary allocation of tickets to employees (subject to availability), and a staff discount at the Garden Court Café
- We welcome everyone through our doors and encourage and enable people to be the best versions of themselves and to feel confident and capable in their roles
- We celebrate diversity in the dance we share and showcase, and in our workplace. We are working hard to be more inclusive and increasing access both on stage and off and have several anti-racism commitments to make lasting changes in the way we work

## Making an application

A Job Description and Person Specification are included in this document. If after reading you are still interested in applying, please find further details and information on how to apply [here](#).

If you would like support or have any queries regarding the format or submission of the application, please contact us on [recruitment@sadlerswells.com](mailto:recruitment@sadlerswells.com).

We welcome applications from people from all backgrounds who feel they align with our mission, vision and values. We are international and multicultural on our stages, and we want to reflect that in our organisation. By celebrating difference and incorporating diverse points of view and experiences, we can become closer to our artists, audiences and the communities we serve.

We are proud to be a Disability Confident employer meaning we have been certified by the government as actively taking steps to attract, recruit and retain disabled workers. We understand that some disabled colleagues will need adjustments to help them perform to the best of their ability – these can be changes to the built environment and furniture, the tools and technology they use in doing their job, aspects of the role, ongoing support or working arrangements.

Sadler's Wells also works collaboratively with Parents in Performing Arts (PiPA) in efforts to support parents and carers within the industry.

**We welcome all applications by 11:59pm GMT on Sunday 17 October 2021. Interviews will take place on Friday 22 October 2021.**

