

Stage Door Administrator



Job Description Person Specification

September 2021

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

G Live is one of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

Located in the heart of the prosperous Guildford town centre, G Live is a remarkably flexible venue capable of accommodating the varied needs of professional touring shows and local community organisations, as well as being a vital linchpin within Guildford's business and leisure tourism offer. The Main Hall is a highly flexible space with a seated capacity of 1,031 rising to 1,700 in standing format. It has class-leading acoustics, excellent technical facilities and is highly accessible. The venue includes the Bellerby Studio and the Glass Room (both 100 capacity) and a range of meeting and function rooms.

Employment type: Permanent Full Time/Part Time or Casual

Salary: £20,000 pro-rata

Hours: Full-time, part-time and casual contracts available- subject to the requirements of the team. Shifts will often include early mornings, evenings, weekends and bank holidays. Candidates must have flexible availability.

Work location: You will be based at G Live, London Road, Guildford and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.

Purpose of the role: The Stage Door Administrator will assist in the efficient running of the administration functions at G Live; providing quality administrative, communications and reception support service for all departments, callers, visitors, patrons and the general public as appropriate. The Stage Door Administrator will be the hub of all backstage communications and administrative systems.

Our ideal candidate: Will be a confident, outgoing and welcoming team player. They will have experience of working in a busy environment, dealing with a range of customers whilst maintaining exemplary levels of service. They will be able to remain calm in pressurised situations, be able to work on their own under their own initiative and have excellent communication skills.

For an informal discussion contact: Connor Harper, Senior Venue Manager
01483 739040, charper@glive.co.uk

Closing date: Sunday 3rd October 2021

How to apply: Send your CV and a covering letter to applications@glive.co.uk. Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

REPORTING

You will report directly to the Senior Venue Manager.

KEY ACCOUNTABILITIES

Strategic

- Contribute to the achievement of G Live's service and commercial targets, by providing accurate, timely and appropriate administrative support, as directed and delegated by the Senior Venue Manager and Venue Administrator. Such support will include, but not be limited to, keeping up to date and accurate records, maintaining and processing spreadsheets; processing orders and invoices; management of incoming and external mail (including courier services) and internal communication.
- Assist the Facilities & Buildings Manager with the implementation of G Live's Emergency and Evacuation procedures.

Operations

- Development of a good working knowledge of the Venue's programme, ticketing system, services and facilities so that enquiries can be accurately, promptly and appropriately handled.
- Welcome all visiting artistes and company members, and other visitors to G Live within agreed customer service standards and procedures.
- Assist with the security of backstage areas including, but not limited to, monitoring of all people entering/leaving the building via Stage Door; the maintenance of signing-in and signing-out records and the management of the issue and return of keys and radios.
- Provide a reception service for the 'back of house' entrance to G Live, including receiving deliveries, directing visitors, assisting with artistes' enquiries, and helping staff as required.
- Ensuring the security of the building by carrying out the closing walk round if working the evening/end of day shift.
- Assist the Venue Administrator in the administration of recruitment and other staff management processes, maintaining confidentiality and in line with procedures and legislation.
- Assist the Venue Administrator with show administration, including but not limited to, creation and completion of event sheets, detailing get-in, get-out and stage times, and allocating dressing rooms as required, followed by dissemination of event sheets to all staff to complete on a weekly basis.
- As required, production and dissemination of accurate and timely minutes of meetings.
- Archiving of casual time sheets on a weekly basis.
- Assist the Venue Administrator with generating show contracts and settlement templates.
- General understanding of G Live's Building Management Systems (BMS) and implementation of the Venue's contractor Permit to Work procedures.
- The supervision and monitoring of CCTV, fire and intruder alarms, and the implementation of the visitor car-parking policy.
- Operation and use of the fire board panel, as and when instructed by the technical team and / or duty manager.
- Providing an excellent and efficient switchboard service and transferring calls to appropriate members of staff or departments.
- Accurate logging of invoices, lost property, technical and parking logs.

- Preparation and updating of Artiste Welcome Packs and Accommodation Lists and their timely issue.
- The ordering and maintenance of supplies of stationery, print cartridges and other office consumables, ensuring best value, stock levels and security of the same, working to budget under the authorisation of the Venue Administrator.
- Receipt, logging and distribution of deliveries to the Venue, in line with agreed policies and procedures.
- Creation and management of Staff and Volunteer ID cards, including changing access requirements and logging lost/stolen cards.
- Administering the venue's petty cash system, issuing funds to staff and maintaining receipts and other paperwork in line with G Live's policy.
- To work with the Venue Administrator and Sales and Events Manager to ensure G Live's diary management system is accurate and up to date with forthcoming room requirements.
- To provide support to the Sales and Customer Engagement team in the administration of G Live's membership schemes, as required.
- To maintain a database of raffle and prize requests, in collaboration with the Sales and Marketing team.
- Ensuring Stage Door areas are kept clean, tidy and presentable at all times.
- Other related duties and responsibilities as may reasonably, from time to time, be required by the Senior Venue Manager, Facilities & Buildings Manager, General Manager, or Venue Director.

Health & Safety

- As required by the Facilities & Buildings Manager, contribution to the development and management of Health and Safety at Work policies at G Live, in line with HQ Theatres and Hospitality policies; ensuring that all G Live staff, visitors, volunteers and work experience students are fully briefed and (where appropriate) trained in line with Health and Safety policies.
- The implementation of G Live's emergency and evacuation procedures including all relevant training, drills and briefings in collaboration with the Facilities & Buildings Manager, Technical Manager and the relevant statutory authorities.
- Whilst on Stage Door, ensure that all aspects of G Live's Building Management Systems (BMS) are adhered to.
- Operation and use of the fire board panel, as and when instructed by the technical team and / or duty manager.
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Undertake training and development relevant to the successful execution of the job role.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience

- Evidence of organisational ability and administrative experience with the ability to prioritise tasks.
- Must be comfortable working on your own in one location for reasonably extended periods of time.

Skills

- Literacy and strong previous experience of Microsoft Outlook, Word and Excel.
- High level communication skills and an excellent manner when dealing with the public, stakeholders and industry colleagues including promoters and ticket agencies.
- A pro-active, flexible and positive approach to solving problems in a prompt and independent manner.
- Self-starter with good initiative.
- Demonstrable enthusiasm for live theatre and entertainment, and for the provision of excellent service.
- To be supportive of colleagues in other departments when required.

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including early mornings, evenings, weekends and Bank Holidays.
- An ability to be flexible to business need and work calmly and effectively under pressure.
- Ambition and drive with the ability to learn quickly.

Other

- Willing to agree to appropriate Data & Barring Service (DBS) background checks.

Desirable

- Experience in a similar role, or within the theatre or entertainment industry.
- Team player who enjoys interacting with colleagues, clients and customers.
- First aid training.
- A passion for live theatre and entertainment.
- Ambition and drive with the ability to learn quickly.