



24-26 High Street
Kingston upon Thames
KT1 1HL

+44 (0)20 8174 0090
info@rosetheatre.org
rosetheatre.org

Stage Door Keeper

Job Summary

Responsible to: Theatre Manager

Salary: £10.42 p/h

Hours: This is a casual contract. Hours are not guaranteed minimum or maximum. Stage Door is generally open from 8am – 11pm but there may be a requirement to work earlier or later than these times. As a business we operate 7 days a week so would expect regular availability across all days

Holiday: This entitlement is pro rata depending on the weekly hours agreed.

Notice period: As casual work no notice is required by either party.

Key objectives: To be the first point of contact and the point of security for staff and public at the staff entrance of the building.

To be a main key holder, opening the building at the start of a day and locking at the end of a day.

To operate an efficient switchboard and provide a service to staff and visiting personnel at the Stage Door.

To assist with supervision of building facilities.

To provide administrative support to all departments.



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Job Description

Key Tasks:

- To be the first point of call for security of the venue.
- To be a Main key holder and, depending on shift, open stage door or lock-up and secure the building.
- To carry out facilities checks daily and monthly, and to troubleshoot facilities issues, and liaise with contractors and with the Operations Manager.
- To keep records of Facilities Issues and liaise weekly with Operations Manager and Maintenance Volunteer.
- To implement security procedures to ensure appropriate personnel enter at Stage Door.
- To keep accurate records of personnel entering Stage Door.
- To initiate emergency procedures, to limit the effects of fire and other threats to life and property as applicable, in line with Company procedures.
- To operate the switchboard and voicemail system, taking messages where appropriate in order to offer a high standard of service to customers and staff.
- To provide information to visiting personnel, artists, volunteers, staff and customers.
- To welcome visiting companies as first point of contact on site and liaise with CSM, tech and FOH.
- To facilitate the production of and updates to the theatre welcome pack to provide to visiting companies and new staff.
- Receive, sort and distribute incoming mail, ensuring that it is distributed efficiently.
- To control the distribution and collection of keys and door passes.
- To receive deliveries and complete the required administration on behalf of departments.
- To attend training courses as required in order to further self development.
- To handle First Aid enquiries and supply First Aid materials.
- To maintain records relating to lost property.
- To place orders for ice cream and stationery. Ensure swift distribution of stationery.
- To order and record taxis and couriers.
- To assist FOH with volunteer contact and rotas.
- To assist Marketing, Development, Finance and FOH with general administration.
- To produce and keep temporary signs for the building.
- To liaise with other Stage Door Keepers to complete Stage Door rotas.
- To clear dressing rooms and green room between events.
- To ensure Emms Passage is clear and the bins orderly.
- To complete any other delegated duty that assists the Company to achieve its business objectives.



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General

- To be an active and supportive member of the Rose Theatre Kingston staff team and performers.
- To be able to deal with the general public at the Stage Door, to be the public face of the theatre.
- To ensure that the Rose Theatre Kingston policies, including Health and Safety, are adhered to.
- To ensure efficient delivery of any other tasks reasonably requested by the Theatre Manager.
- To work strictly to the Theatre Stage Door procedures.
- To attend staff and department meetings.

Person Specification

Essential Skills

- Computer literate
- Ability to work well as part of a small dedicated team
- To be flexible in terms of hours, days and shifts
- Strong communication and inter-personal skills
- Good time-management skills and ability to multi-task
- Good people skills with a polite and personable manner

Desirable Skills

- Previous experience in a Stage Door Department in a performing arts venue
- Experience in facilities supervision
- A cheerful disposition and a sense of humour
- Experience in fire alarm systems
- Experience with phone switchboard systems
- Experience in arts administration
- First aid trained