



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:** Head of Operations
- Salary:** £11.44 per hour
- Hours:** This is a casual position. Hours will be on a rota basis and 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 and require regular availability across all days.
- Holiday:** Holiday pay is accrued at the rate of 12.07% of gross pay and is paid upon request.
- 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 the security of the venue.
- To be a main key holder and, depending on shift, open or lock-up and secure the building.
- To carry out building tours and facilities checks daily, and to be responsible for troubleshooting facilities issues, liaising with contractors and with the Front of House Office Team as required.
- To keep records of facilities issues and liaise regularly with the Front of House Office Team as required.
- 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 to offer a high standard of service to customers and staff.
- To welcome and provide accurate and timely information to visiting personnel, artists, volunteers, staff and customers.
- To welcome visiting companies as their first point of contact on site and liaise directly between their Company Stage Manager, Technicians 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.



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- 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.
- To handle First Aid enquiries and supply First Aid materials.
- To maintain accurate records relating to lost property.
- To place orders for ice cream and stationery. Ensure swift and accurate distribution of stationery.
- To order and keep accurate records of taxis and couriers ordered.
- To assist FOH with volunteer contact and rotas.
- To assist all departments with any general administration as required.
- To produce and keep temporary signs for the building.
- To liaise with other Stage Door Keepers to ensure consistency of service.
- To clear dressing rooms and the green room in between events.
- To ensure Emms Passage is clear and the bins are orderly.
- To complete any other delegated duty that assists the Company to achieve its business objectives.

General

- To be an active and supportive member of the Rose Theatre Kingston staff team and performers.
- To be able to deal professionally with groups of the general public waiting outside 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 Head of Operations.
- To work strictly to the Theatre Stage Door procedures.
- To attend staff and department meetings.



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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 prioritisation skills
- 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
- Experience in fire alarm systems
- Experience with phone switchboard systems
- Experience in administration
- First aid trained
- Fire Marshall trained