

Job Description

POST DETAILS

Organisation	The Marlowe Trust
Location	The Marlowe Theatre
Job title	Stage Door Assistant
Reports to	Stage Door Keeper
Salary	£17,364 per annum (pro rata for 24 hours)

JOB PURPOSE

To deliver a welcoming and helpful reception for visiting companies and other Marlowe Theatre staff customers.

PRINCIPAL ACCOUNTABILITIES

- As required, provide routine administrative and operational support to the Technical Department and other theatre departments;
- Fulfil the role outlined for the Stage Door Keeper in the Marlowe Theatre Fire Plan to ensure the safety of those working in, and visiting, the theatre.
- Support the Stage Door Keeper in organising the day to day operational activities of the stage door, to achieve service targets and theatre objectives.
- Obtain feedback and ideas which contribute to longer term planning of the stage door service
- Comply with corporate and service policies and procedures so that the service is fulfilling its obligations.
- Obtain customer feedback to contribute to the development and improvement of service delivery.

REQUIRED ATTRIBUTES	
Knowledge	<ul style="list-style-type: none"> • Previous experience of working on a stage door or reception desk is desirable.
Skills	<ul style="list-style-type: none"> • Basic administration skills • Basic IT skills • Good verbal and written communication skills • Basic problem solving skills
Experience	<ul style="list-style-type: none"> • Basic experience of working in customer service
Qualifications	<ul style="list-style-type: none"> • GCSEs (or equivalent) in English and Maths at Grade C or above

JOB DIMENSIONS	
Annual budgetary amounts	Direct £0 Indirect £0
Number of staff reporting to the job holder	Direct 0 Indirect 0
Any other relevant statistics/information	The post holder will be a key holder.

NATURE OF CONTACTS	
Internal	<ul style="list-style-type: none"> • Regular face to face contact with Marlowe theatre staff to provide a reception service and administrative support
External	<ul style="list-style-type: none"> • Daily face to face contact with producers, managements and visiting companies and artists to provide a reception service to deliver an excellent customer experience • Daily face to face contact with suppliers and contractors to provide a reception service • Daily telephone contact with Marlowe Theatre customers to answer enquiries and provide information • Occasional contact with the emergency services to provide information and act as point of contact in an emergency.

WORKING ENVIRONMENT
<p>Work will include unsociable hours including evenings, weekends and bank holidays.</p> <p>Some overnight working</p>

ORGANISATION CHART
See attached.