

MARLOWE THEATRE

Job Description

POST DETAILS

Organisation	The Marlowe Theatre Trust
Job title	Assistant Stage Door Keeper
Reports to	Stage Door Keeper
Grade	N

JOB PURPOSE

To deliver a friendly, safe, welcoming, and helpful reception for staff, visiting companies and other Marlowe Trust customers.

PRINCIPAL ACCOUNTABILITIES

- 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 customer feedback and contribute ideas to aid the longer-term development and improvement of the Stage Door service
- Fulfil the role outlined for the Stage Door Keeper in the Marlowe Trust Fire Plan, and in an emergency situation act as a point of contact to the emergency services, ensuring the safety of those working in, and visiting, the theatre.
- As required, provide administrative and operational support to other Marlowe theatre departments
- To drive your own career and skills development, making the most of the opportunities made available to you.
- To work in a safe and legal way to comply with regulatory and legislative requirements.
- To live and represent the Marlowe Theatre's values.

REQUIRED ATTRIBUTES

Required Qualities	The Marlowe Theatre's core values are to be authentic, supportive, resilient, collaborative, inclusive and passionate in everything we do. We actively seek to represent the diversity of our society. In order to live our values, our Assistant Stage Door Keeper should be: • A great team player • Have wit, confidence and be a great communicator • Brilliantly organised
Knowledge	• No previous knowledge required; training will be provided.
Skills	• Good written and verbal communication skills • Excellent interpersonal skills • Ability to work effectively under pressure • Good problem-solving skills • Good IT skills
Experience	• A good level of relevant experience of working in a customer service role.
Qualifications	We value education and GCSEs in Maths and English at Grade 4 or above are desirable for this role. We will however consider applications from suitably skilled and experienced candidates without a qualification.

JOB DIMENSIONS	
Annual budgetary amounts	N/A
Number of staff reporting to the job holder	None
Any other relevant statistics/information	Is a keyholder, and the post will include unsociable hours including evenings, weekends, and bank holidays, as well as some overnight working.

WORKING ENVIRONMENT
The Marlowe Trust is open to flexible working so talk to us about how you think you can best deliver this job and about your flexible working needs. The Marlowe Theatre's performances happen mostly in the evenings and at weekends. In order to deliver the best service to our customers, all of our posts, whether frontline, strategic, planning or support roles, require some evening and weekend working.

ORGANISATION CHART
See attached

OCTOBER 2025