

# MARLOWE THEATRE

## Job Description

| POST DETAILS |                         |
|--------------|-------------------------|
| Organisation | The Marlowe Trust       |
| Job title    | Front of House Security |
| Reports to   | Front of House Manager  |
| Grade        | M                       |

### JOB PURPOSE

To provide an excellent, secure, and compliant customer experience for all users of the Marlowe Theatre

### PRINCIPAL ACCOUNTABILITIES

- To welcome customers to the Marlowe Theatre, responding to customer enquiries in a timely manner and escalating where appropriate, to ensure high levels of customer service.
- To support and train members of the Front of House team in delivering a consistent and warm welcome.
- To support the Front of House team and our audiences by providing security guard services, support as a First Aider when required, and other services that can be reasonably expected of this role, such as housekeeping and maintenance, as directed by the Duty Manager.
- To thoroughly understand and play an active role in the Marlowe Theatre's Fire, Security, and Emergency Action Plans
- To support the Duty Manager in fulfilling the requirements of the Theatre Premises License
- To drive your own career and skills development, making the most of the opportunities 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 supportive and collaborative, authentic and inclusive, creative and ambitious in everything we do. |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------|

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|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | <p>We actively seek to represent the diversity of our society.</p> <p>To live our values, our Front of House Security should be:</p> <ul style="list-style-type: none"> <li>• A friendly and customer focused team player</li> <li>• Flexible in their approach to different working styles</li> <li>• A great communicator with initiative and a positive approach to problem solving</li> </ul>                                                                                                                                                                                                                                                      |
| <b>Knowledge</b>      | <ul style="list-style-type: none"> <li>• Good understanding of relevant legislation.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Skills</b>         | <ul style="list-style-type: none"> <li>• Excellent customer care and communication skills</li> <li>• Excellent problem-solving skills</li> <li>• Strong ability to adapt to change in working priorities</li> <li>• Good interpersonal skills</li> <li>• Basic practical maintenance and cleaning skills</li> </ul>                                                                                                                                                                                                                                                                                                                                    |
| <b>Experience</b>     | <ul style="list-style-type: none"> <li>• Experience working in a customer-facing role, delivering great customer service.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Qualifications</b> | <p>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.</p> <ul style="list-style-type: none"> <li>• SIA Door Supervision License</li> <li>• BIIAB Level 2 Award for Working as a Door Supervisor in the Private Security Industry or equivalent</li> <li>• First Aid in the workplace</li> </ul> <p>The above qualifications are necessary for this post, and we will provide the relevant training to suitably skilled and experienced candidates that do not currently have them.</p> |

| <b>JOB DIMENSIONS</b>                              |                                  |
|----------------------------------------------------|----------------------------------|
| <b>Annual budgetary amounts</b>                    | 0                                |
| <b>Number of staff reporting to the job holder</b> | 0                                |
| <b>Any other relevant statistics/information</b>   | Post subject to DBS basic check. |

| <b>WORKING ENVIRONMENT</b>                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Must be able to fulfil the physical demands of the post</p> <p>The role requires regular evening and weekend working. Potential for overnight working.</p> <p>The Marlowe Trust is open to flexible working so talk to us about how you think you can best</p> |

deliver this job and about your flexible working needs.

The Marlowe Theatre's performances happen mostly in the evenings and at weekends. To deliver the best service to our customers, all our posts, whether frontline, strategic, planning or support roles, require some evening and weekend working.

This is a customer facing role often working outdoors in UK seasonal weather. A uniform and PPE must be worn. Some parts of the workplace involve working in low light, photo sensitive light, noise, and large gatherings of customers and the public.

## **ORGANISATION CHART**

See attached

**April 2026**