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| Stage Door Receptionist |  |

# Applying for this post

To apply for this post please complete the online application process on our website: <https://www.birmingham-rep.co.uk/get-involved/careers-and-vacancies.html>

Data from your diversity monitoring form will not be shared with the recruitment panel.

\*we accept other forms of submission including video and audio recordings.

The Rep is a Disability Confident Employer. If you would like to apply under this scheme please selection this option on our application portal.

The Rep supports and encourages applications from refugees seeking asylum in the United Kingdom. We will guarantee an interview to any refugee if they meet the minimum criteria for the job vacancy and has the legal right to work in the UK. If you would like to apply under this scheme please select this option on our application portal.

If you would like to request any adjustments to enable you to apply for this post or to fully participate in an interview, please contact [RepTalent@birmingham-rep.co.uk](mailto:RepTalent@birmingham-rep.co.uk)

## Guidance

Please read the job description carefully before starting your application to ensure that you meet all of the essential criteria and are able to provide evidence in your application to support these areas. Only relevant information will be considered when shortlisting candidates.

In line with GDPR, your application will be retained securely for 6 months before being destroyed if you are unsuccessful.

Vacancies will generally close by the deadline, however, we reserve the right to close the vacancy early if we receive a high volume of suitable applicants. We therefore advise candidates to submit their applications as soon as possible if they wish to be considered for the role. Any applications made after the deadline will not be considered.

# Role Summary

Established in 1913, The Rep has an unparalleled history as a pioneering repertory theatre and the launch-pad for some of the most exciting talent in UK theatre both past and present. Today it is a producing powerhouse with three auditoria - The House, 820 seats; The Studio, 300 seats; The Door, 150 seats - as well as extensive on-site production facilities.

Under the Artistic and Executive leadership of Sean Foley and Rachael Thomas the theatre is in the midst of a process of significant renewal, with the vision of being a national and international centre for artistically ambitious popular theatre in all its forms: comedies, dramas, musicals, dance-theatre and family shows. Revivals, new work and commissions will play in all three theatres. Many of its productions already go on to enjoy future life through commercial transfers and national/international tours.

These are exciting times for The Rep and the city of Birmingham. The UK’s 'second city’ has the youngest population in Europe, and is the most multicultural city in the UK. It is a city full of dynamism and energy, and currently undergoing its own renaissance as one of the fastest growing cities in the country.

Part of The Rep’s mission is to ensure that its programme is truly representative of the city it serves, and we aim to imaginatively engage with the people of Birmingham and beyond to create productions that fill our theatres with its people. In every endeavour, we promote inclusivity, diversity, and equality.

Stage Door is the theatre's principal entrance to its backstage areas which includes dressing rooms, offices, production workshops and flats. Its opening hours are Monday – Saturday from 08:30 – 23:00. The Stage Door Receptionist is responsible for welcoming visitors and staff to backstage areas, for administrative support and for operating the switchboard - ensuring that enquiries are dealt with efficiently and courteously. The person in this role has a key role to play in ensuring the security of backstage areas and that all theatre rules relating to access to the building by staff etc. are adhered to. This role is crucial to the smooth running of our operation and will be accountable for providing a first class visitor experience every time. You will be an ambassador for The Rep and represent the company mission, vision and values in every customer interaction.

### Main duties and responsibilities

Stage Door Reception

* Welcome visitors and staff to the theatre and signpost appropriate areas of the building in a friendly and efficient manner.
* Help to ensure The Rep is an accessible and inviting for all by providing advice and guidance to all stake-holders including guests and visiting artists regarding accommodation, entertainment and other facilities in the city
* Provide general information to third parties enquiries.
* Control access to the back stage areas of the building including issuing of access passes for all staff.
* Manage room and work space bookings ensuring you really know and understand the building.
* Answer & direct calls, receive and despatch post and other deliveries as appropriate.
* Operate the building’s internal communication systems.
* Provide administrative support to People & Operations and other theatre departments as requested.
* Liaise with relevant BREL, UVB and Library of Birmingham staff as and when necessary to ensure smooth operating of events and professional building presentation
* Unlock and lock the stage door reception area morning & evening and ensuring that the building is secure when departing.
* Report on fire panel activity and act as fire-marshal in the case of evacuation.
* Manage lost property.
* Ensure the tidiness and cleanliness of the stage door reception.
* Ensure building health, safety and security expectations are adhered to and communicated to all guests including administering and maintaining all necessary documentation
* Support new joiners in navigating the building and feeling at home at The Rep, supporting on-boarding activity as requested.

Box Office (as and when required)  
You may be required to provide cover for the box office team including;

* Take & make Box Office calls.
* Process postal or online bookings.
* Admin support
* Any other reasonable duties

**General Responsibilities**

* Adhere to and implement the guidelines, procedures and policies of the company as detailed in the staff policies (available from the staff intranet).
* Play a role in the life of the company and work across departments to develop a positive and engaged organisational culture including playing active and positive roles in staff forums/committee’s.
* Be aware of, and comply with, rules and legislation pertaining to Health & Safety at work and abide by the procedures set out in the Health & Safety Policy.
* Be aware of, and comply with, rules and legislation pertaining to data security, and GDPR, at work and abide by the procedures set out in the Data Protection Policy.
* All staff are expected to demonstrate an understanding of, and adherence to, our safeguarding policy, including a duty to report any issues of concern.

## Any other duties

The duties and responsibilities set out should not be regarded as exclusive or exhaustive. The post-holder may be required to undertake other reasonably determined duties and responsibilities within the organisation which are appropriate with the level of the role without changing the general character of the post.

The post-holder may also be called upon to carry out duties that would not normally be associated with the post on a temporary basis where there is a strong organisational requirement for that to happen. The post-holder would be given appropriate training and equipment to carry out any duties of this kind.

**Key relationships**

This role forms part of the People & Operations team. You will be managed by the Theatre Operations Manager.

## Internal

* Fellow team members
* UVB & BREL team members and managers
* Front of House teams including security
* Stage Management
* Box Office
* All staff

## External

* Users of the theatre and the public
* Visitors, guests and contractors

# Person specification

## You must have

If you do not demonstrate that you meet all these criteria you may not be shortlisted

* Excellent customer service skills and a highly professional demeanour
* Experience in a customer focused environment is crucial.
* Knowledge of fire evacuation procedures and protocols.
* The ability to use a range of computer applications confidently and accurately
* Skills in operating a busy switchboard/reception.
* The flexibility to work weekends, evenings and unsociable hours.
* Able to manage multiple tasks and prioritise own workload
* Able to remain calm and professional under pressure

Personal attitudes:

* Positive and helpful attitude.
* Flexibility, dedication and commitment.
* Punctuality.
* Confidentiality.
* Ability to assess situations and make appropriate decisions.
* Willingness to learn new skills and activities.
* Ability to work and contribute as a member of a team.
* Excellent communication and interpersonal skills.
* Works well under pressure and to deadlines.
* Responsible and responsive.
* Understands the importance of good internal and external customer relations.
* An excellent eye for detail and a commitment to excellence.
* Professional appearance and excellent time keeping.
* Reliable and takes a positive and enthusiastic approach to work.

## It’d be great if you had

If we need to choose between candidates who meet the essential criteria, we may take these factors into account.

* An interest and knowledge of the theatre
* Responsibility for security and acting as a key-holder

Qualifications:

* Good standard of literacy and numeracy.
* CLAIT, ECDL or similar.
* Personal License Holder.
* SIA desirable.
* First Aid
* BSL awareness or qualification

# Terms & Conditions

**Period of work**

We are looking for 1 x *permanent* contract, subject to successful completion of a probationary period of 3 months and 0hrs contracts are available

**Pay**

£9.90 per hour

**Hours**

*3*0 hours per week on an annualised contract AND 0hrs contracts available

Evening and weekend *work will* be required.

We don’t encourage or expect over time, however, in the event that over time is worked, this may be taken as time off in lieu to be agreed in advance with your line manager.

**Holidays**

20 days per year plus public holidays/25 days, plus bank holidays. The holiday year runs from 1 September to 31 August each year.

**Notice period**

The notice period will be *4 weeks*

**Location of work**

Your main place of work will be The Rep in Birmingham, but you may be required to work permanently or temporarily at other locations locally

You may be asked to work temporarily in other locations in the UK. Your role may involve some international travel.

### Other benefits

* Contributory staff pension, 5% employee and 3% employer

### Non-contractual benefits

* A day off for your birthday
* Free-to-use employee assistance service
* Staff ticket discount
* Staff discount in The Rep food and drink outlets (when available)
* 20% Season Ticket discount on parking at Q-Parks
* We actively encourage all staff to see shows as believe that being part of The Rep product enhances everyone’s experience as an employee and ambassador. To ensure everyone has a chance to attend shows every staff member is invited to attend press night for all The Rep's own productions along with further complimentary tickets where possible as well as competitive discounts throughout the year. Edit for more senior roles or roles who have an expectation as part of their role to attend more performances

There’s no such thing as perfection…

At the Rep we don’t expect or look for the ‘perfect candidate’, instead we look for people who can positively contribute to our team. In return you will be given support, encouragement and all the right conditions to grow, succeed and be your best. We are committed to creating an inclusive workplace where difference is a strength and every unique voice and skill is recognised and valued.

For us, recruitment is more than a match against a job description, it’s about feeling excited to come to work every day and being proud of who you work with and for. We believe The Rep is for everyone, so however you identify, whatever your background, if you feel excited about this role then we urge you to please apply.

It’s important to us that The Rep reflects the communities we serve and therefore we particularly welcome applicants from the global majority and D/deaf & disabled communities as these groups are not as well represented as we want them to be. We want our Rep to be culturally informed and accessible to all, so we encourage you to celebrate and share your own cultural experience and knowledge of our city proudly in your application.

We guarantee to interview anyone from these under-represented groups whose application meets the minimum criteria for the post. By ‘minimum criteria’ we mean that you must provide us with evidence in your application form which demonstrates that you generally meet the level of competence required for each competence (or could with reasonable support), as well as meeting any of the qualifications, skills or experience defined as essential in the person specification.

Diversity monitoring  
Our ultimate aim is to have diversity of all kinds in every layer of the organisation and to help us keep track of our success we kindly ask you to complete an Equality and Diversity form alongside your application. Participation is voluntary but appreciated and your responses will be anonymous and not shared with the recruiting managers.

Environmental  
As one of the largest producing houses in the midlands, we are aware that we have a responsibility to the environment beyond legal and regulatory requirements. As such, we are aiming to be carbon neutral within 10 years with sustainability at the forefront of our working practices and integrate climate aware work into our programme. We have committed to adopt the Green Book Sustainable Productions framework on a minimum of 2 productions a year. Our Environmental Working Group is comprised of staff from across organisation to become environmental champions and meet regularly to review and update our Environmental policy and plans. We are committed to exploring, trailing and renewing ways in which the organisation and staff can reduce their environmental impact and carbon footprint.

Flexible working   
We know flexibility is everything and we foster a working environment which is focused on outcomes. For this role you will be required to work specific hours and be present in the building to help with the running of performances. We actively encourage applications for job shares and will make every effort to accommodate these requests.

# Safeguarding  The Rep is committed to safeguarding, and operates an environment where all staff are expected to report any concerns about vulnerable people, or about the behaviour or practice of colleagues and other people they come into contact with.

# Offers

Any job offer we make is subject to:

* Receipt of 2 satisfactory references
* Proof of eligibility to work in the UK
* Role appropriate background checks
* Evidence of appropriate qualifications