

Rep Job Profile

Job Title:	<i>Stage Door Receptionist</i>	Department:	<i>Facilities & Operations</i>
Contract Type:	<i>Fixed</i>	Salary (Grade):	<i>£20,982 per annum (Assistant)</i>
Hours:	<i>30 hrs per week</i>	Reports to:	<i>Facilities & Operations Manager</i>

Role Summary

The Stage Door Receptionist is responsible for welcoming visitors and staff to backstage areas, for administrative support - 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.

Main Responsibilities

- 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 stakeholders 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 backstage areas of the building including issuing of access passes for all staff.
- Manage room and workspace 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 Facilities & 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
- Report on fire panel activity and act as fire-marshal in the case of evacuation.
- 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.

The duties and responsibilities set out should not be regarded as exclusive or exhaustive. Post-holder may be required to undertake other reasonably determined responsibilities appropriate to the level of the role.

Accountabilities

You will be responsible for...

- Being a keyholder - unlocking and locking the stage door reception area morning & evening and ensuring that the building is secure when departing.
- Managing lost property.

Person Specification

You must have...

- 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

If you do not demonstrate that you meet these minimum criteria, you may not be shortlisted.

It'd be great if you had...

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