

Stage Door Receptionist Candidate Pack



A theatre for everyone
birmingham-rep.co.uk

the
Rep



Welcome

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, 816 seats; The Studio, 292 seats; The Door, 133 seats - as well as extensive on-site production facilities: set building, scenic art, wardrobe, props workshop, lighting, sound/AV, stage and stage management.

Producing theatre is the core of The Rep's mission and it creates up to ten productions a year of varying sizes across its stages. Many are made in co-production with other theatres and commercial producers and all Rep-led productions are built in house. Alongside in house productions, the theatre presents a programme of visiting productions. The theatre also has an impressive creative learning and talent development programme delivering opportunities for thousands of young people every year.

This is an exciting time for The Rep: new Artistic Director Joe Murphy recently joined us to lead the theatre artistically, with Madeleine Kludje as Deputy Artistic Director and Iqbal Khan as Associate Director. The artistic programme will comprise new plays, revivals, adaptations, family work and musicals, making full use of the theatre's producing resource.

Being Our Stage Door Receptionist

The Stage Door Receptionist provides a warm and professional welcome to all visitors and staff accessing backstage areas, while offering efficient and courteous administrative support.

This role plays a vital part in maintaining the security of backstage spaces, ensuring that theatre access policies and procedures are consistently followed by staff and visitors.

As a key contributor to the smooth day-to-day operation of the theatre, the Stage Door Receptionist is responsible for delivering a first-class visitor experience at all times.

The ideal candidate will demonstrate excellent customer service skills, a highly professional manner, and experience working in a customer-focused environment. They will be confident using a range of computer systems, capable of operating a busy reception or switchboard, and knowledgeable about fire evacuation procedures. This role requires flexibility to work evenings, weekends, and unsocial hours, alongside the ability to manage multiple priorities, remain calm under pressure, and work efficiently at all times.



Your responsibilities will include;

- Welcome visitors and staff to the theatre, directing them to the appropriate areas of the building in a friendly and efficient manner.
- Help ensure The Rep is accessible and welcoming for all by providing advice and guidance to stakeholders, including guests and visiting artists, on accommodation, entertainment, and other local facilities.
- Answer and direct telephone calls, and receive and dispatch post and other deliveries as appropriate.
- Provide administrative support to the Facilities & Operations team and other theatre departments as required.
- Ensure that building health, safety, and security standards are adhered to, clearly communicated to all guests, and supported through the accurate administration and maintenance of relevant documentation.
- Support new starters in navigating the building and feeling at home at The Rep, contributing to onboarding activities as requested.

If this could be you, further details are in the [full job description](#) and [person specification](#) for the role.



GDPR personal data notice

By applying, you consent to the secure processing of your personal data for recruitment purposes, in line with GDPR. We will store your information securely and used solely for evaluating your suitability for current and future roles. For full details, please see The Rep's Privacy Policy on our website.

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 progress, we kindly ask you to answer Equality and Diversity questions alongside your application. Your responses will not be shared with the recruiting managers.

Safeguarding

The Rep is committed to safeguarding and promoting the welfare of children, young people, and adults at risk. We foster a culture where all staff and volunteers are expected to report concerns regarding vulnerable individuals or the conduct of colleagues and others they encounter. As part of our safer recruitment practices, the suitability of all prospective employees and volunteers is thoroughly assessed. Roles involving regulated activity will require an Enhanced DBS check.

Due diligence

Due diligence will be carried out as part of the application process, which may include searches carried out via internet search engines and any public social media accounts.

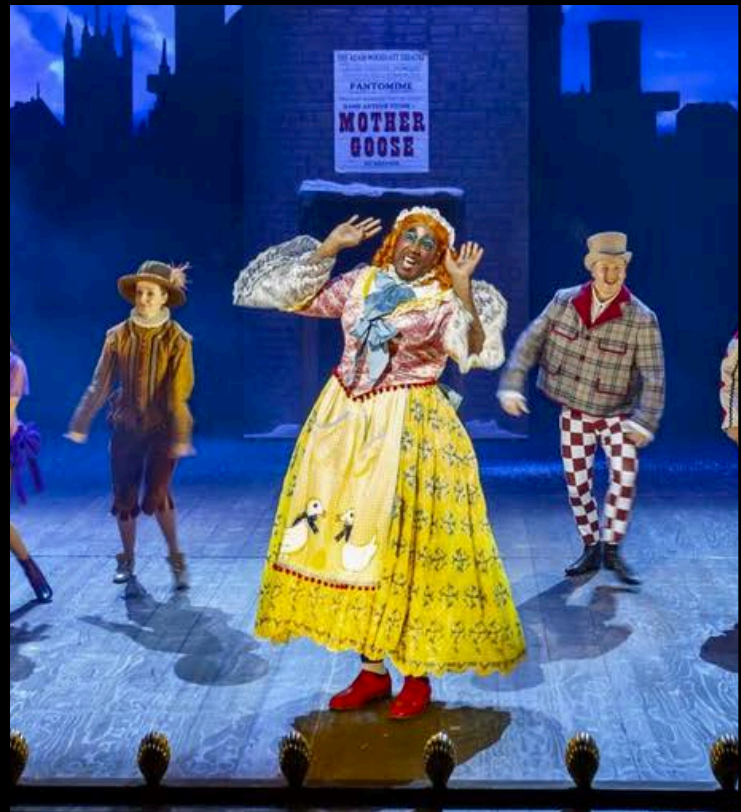




Your Birmingham Rep

The Rep is a Disability Confident Employer and we participate in the 'Offer an Interview' scheme. This means we will offer an interview to anyone who is D/deaf or has a disability for the post who meets the minimum criteria.

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. If you would like to apply under this scheme please select this option on our application portal.



Top: *A Thousand Splendid Suns*, 2025 Photograph credit: Ellie Kurttz

Bottom: *Sherlock Holmes and the 12 Days of Christmas*, 2025 Photograph credit: Pete Le May



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 have experience in supporting individuals to Access to Work requests and encourage any and all staff who may benefit from the scheme to use it. We will always try to make the adjustments needed so that you can perform to the best of your ability and professionally thrive in a supportive and engaging environment. 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.