**Stage Door Keeper**

**Job Description**

**About the Unicorn**

***We create new, inventive and enthralling performances for every stage of childhood. We believe in the imaginative power of theatre to transform young lives.***

We are the largest children’s theatre in the UK, specialising in developing new devised and written shows alongside adaptations of classic texts, offering an innovative and inspiring year-round programme of sector-leading theatre for children.

Our purpose-built home at London Bridge (opened 2005) is a creative and welcoming space designed with and for young people. Our theatre comprises two theatre spaces (Weston Theatre at around 290 seat capacity, and Clore Theatre at around 90 seat capacity) plus two rehearsal spaces, and backstage set, prop and costume facilities. We produce and present a thrilling and varied programme, exploring stories, ideas and themes that enrich and broaden children’s view of the world. We welcome 65,000 families and schools every year, subsidising around 30% of tickets to schools and community groups.

We believe that young people of all ages, perspectives and abilities have the right to experience exciting, entertaining and inspiring work - we want all children to experience our theatre and actively seek out children wouldn’t otherwise attend. We maintain a strong commitment to representing diversity in our audiences, as well as on our stages, and we prioritise accessibility and inclusion across our organisation.

Since the closure of our building we have innovated in new forms of digital theatre, and are proud to have been able to offer high quality, creative and award-winning online theatre experiences for free. Digital theatre is now a part of our future strategy and firmly embedded in our mission.

**Our Mission, Vision and Values**

* Creating innovative and outstanding theatre for children up to 13 years.
* Supporting artists to make work with ambition, integrity and hope.
* Encouraging children to question and explore the world through stories; developing empathy, understanding and imagination.
* Collaborating with children in schools and communities to inform our practice, and inspiring children to fulfil their potential through creative projects with inventive theatre-makers.
* Extending our reach through online theatre experiences, national and international partnerships and subsidised tickets.
* Recognising that climate action is vital to protecting children’s futures, and actively reducing our environmental impact on the planet.
* Believing in equality, diversity and inclusion; we take action to advocate for, and promote the rights of children.

Our values are curiosity, courage and respect.

**Structure of the Unicorn**

The Unicorn was founded in 1947 by Caryl Jenner, who took theatre around the country to children. Jenner’s original aim was that: ‘the best of theatre for children should be judged on the same high standards of writing, directing, acting and design as the best of adult theatre’, a value which still holds very much true today. The Unicorn has become a vital institution, not only in children’s theatre in the UK, but across Europe, and within the ecology of British theatre as a whole.

The Unicorn has recently undergone a period of extensive change, propelled by the current Covid-19 pandemic. Under a newly formed Executive team of Justin Audibert (Artistic Director) and Bailey Lock\* (Executive Director) since March 2020, and with the appointment of a new Chair of the Board of Trustees in March 2021, the Unicorn is emerging as a company with a renewed artistic focus and a vision to transform the lives of young people through theatre.

As part of this period of change we have undergone an organisation-wide process to review and refresh our vision and mission. Key areas of focus and change are: growing our community and schools programme and its impact; introducing a co-creational model that ensures our work remains relevant and wide ranging; re-focusing on a younger age range (children aged up to 13) to increase our impact; prioritising our engagement work across Southwark and neighbouring boroughs; broadening and increasing our reach through digital projects; and renewing our commitment, training and policies around anti-racism, equality, diversity and inclusion, and furthering our achievements in sustainability.

\*Helen Tovey, previously our Director of Marketing & Communications, is undertaking the role of Executive Director from May 2021 onwards whilst Bailey is on maternity leave.

**Stage Door Keeper**

**Role Summary:**

We’re looking for two calm, friendly and well-organised people to join our Stage Door Team. This team of casual staff provides a warm welcome to artists, creatives, visitors and Unicorn staff – a reception for the backstage area. They work individually in a relay shift pattern.

The Stage Door Keeper is the first point of contact for enquiries via phone, email and in person. They are also a hub for the building; a first port-of-call for information and advice.

The Stage Door Keeper is a safety-critical role, responsible for monitoring fire and security systems. The person on duty plays a key role during fire alarms and subsequent evacuations. They are responsible for opening and closing the building. They ensure key administrative and building processes run smoothly and are kept up-to-date.

**Responsible to:** General Manager

**Responsible for:** Occasional work experience placements

**Working closely with:** Facilities Manager, Performance Managers

**Key Responsibilities**

**Operations and customer service**

* To open and close the building, performing walkarounds at unlock and lock up.
* To welcome guests to the building, acting as key contact for the Unicorn Theatre and maintaining security of the building at all times.
* To know and understanding what is happening in the building during your shift, and applying that information effectively.
* Provide a friendly, clear and well informed service at all times both on the phone, in person and in writing.
* Ensuring all visitors, contractors and Unicorn staff sign in and out, and staff are made aware of guest arrivals. Preparing new sign in sheets for new and visiting companies. Ensure keys and radios are signed in and out.
* To record deliveries sent and received and distribute post.
* Ensure that information is communicated between shifts. Record daily messages and occurrences on a handover sheet for the next person on duty.
* Report any building maintenance, Health & Safety issues or first aid incidents to the Facilities Manager
* Monitoring and logging Green Room and stationery supplies.
* Maintaining the lost property log and store.

**Fire and security responsibilities**

* Monitor the fire system and be able to operate the panel with confidence (including isolations, testing and resetting).
* To fulfil core fire evacuation responsibilities, communicating with the Performance Manager / Fire Warden as alarms are investigated and evacuations enacted. Calling the register at the Assembly Point.
* Monitor the CCTV system and report any suspicious behaviour to the appropriate party.
* Liaising with local police and Estate security on security issues.
* To contact the emergency services when they are needed.

**Recruitment administration**

* To log and collate recruitment applications and file and respond to them appropriately. In line with Equal Opportunities best practice, the Unicorn shortlists for roles without the cover sheet attached – this information is retained by Stage Door in a meticulous filing system.
* To arrange interview schedules, phoning shortlisted candidates and booking them in.

**Administrative Support**

* To operate the switchboard and ensure calls are screened and accurate messages are taken and passed on as quickly as possible.
* To manage the stagedoor@ email, forwarding on relevant requests, and responding professionally and politely to all emails.
* To arrange and log taxi and courier services.
* To report staff sickness calls, and follow associated protocols for business critical roles.
* Supporting maintenance issues such as building repairs or printer problems, and liaising with contractors and engineers.
* To support the Unicorn Theatre staff with a broad range of administrative tasks. This could include printing, research, and booking travel and accommodation.
* Keep up to date staff contact records. Maintain the staff Equal Opportunities monitoring log, and filing Emergency Action forms.
* Undertake any other duties as reasonably required by the GM.

**Person Specification**

**Essential**

* Available to work a mixed shift pattern, including evenings and weekends. Typical shifts are 8.30am – 2.15pm, 2pm – 7.30pm, or 3.30pm – 10pm.
* Punctual and reliable.
* Comfortable working by yourself (though you are in constant communication with people face to face, on the phone, radio and email).
* Able to undertake unlock and lock up rounds of an eight storey building, including ensuring that stairways are clear, and windows and doors are secure.
* Calm and confident in pressured situations like fire alarms / evacuations.
* Welcoming and courteous, with the ability to communicate effectively with a wide variety of people.
* The ability to follow clearly described processes and procedures, using your initiative to apply principles to new, unusual situations when they arise.
* Positive, flexible and can-do attitude towards a sometimes busy and pressured workload.
* Confident in different communication methods: telephone, radio, email and face to face.
* Competent in the use of Microsoft Office programmes including Outlook and Excel.

**Desirable**

* Fire Warden trained (certificate less than 2 years old).
* Previous Reception / frontline experience
* Previous experience in monitoring and operating fire and security systems

**TERMS AND CONDITIONS**

Stage Door Keepers are employed on Casual Workers’ contracts. Availability sheets are filled in mid-month for the following month, and shifts are allocated based on availability.

On Stage Door, experience really brings a sense of mastery and job satisfaction – we’re keen to recruit people who would be looking to be with us for a year or more. Within that time, it’s understood you may have periods away from the rota, eg. to undertake freelance work.

**Salary**: £10 per hour

**Other**:

* Auto-enrolment into the NEST pension scheme
* Complimentary tickets for Unicorn shows
* Statutory holiday entitlement of 5.6 weeks pro rata.
* Use of available rooms at the Unicorn for personal projects where possible
* Taxi home and time-and-a-half applicable after 11pm
* Minimum shift length 3.5 hours

**Application procedure:**

To apply please complete the application form and return to [jobs@unicorntheatre.com](mailto:jobs@unicorntheatre.com)

If you need this information in an alternative format, please contact [jobs@unicorntheatre.com](mailto:jobs@unicorntheatre.com) in the first instance.

The Unicorn Theatre is supported using public funding by Arts Council England. We are committed to being an equal opportunities employer. We encourage applicants from the broadest range of backgrounds, with different skills and experiences to bring into our organisation.

All candidates who identify as disabled and demonstrate that they meet the essential criteria will be invited for an interview, in line with the Equalities Act 2010.

**Closing date for applications**: Noon, Wednesday 2 Feb 2022  
**Interviews**: Tuesday 8 and Wednesday 9 February 2022

We expect that interviews will need to be a blend of in-person and Zoom – please specify in your application if you require / prefer one format over the other.



