

## Stage Door Administrator Job Description

### Role Summary

We're looking for a well-organised and welcoming administrator to support the Stage Door Team and the General Manager at the Unicorn.

Based principally at Stage Door, the back-of-house reception area for the theatre, you'll provide a warm welcome to artists, creatives, visitors and Unicorn staff.

Stage Door is the first point of contact for enquiries via phone, email and in person. You are also a hub for the building, a first port-of-call for information and support. During your shift you work independently at the desk, though you are in constant communication with people face to face, on the phone, radio and email.

Stage Door is a safety-critical role, responsible for monitoring fire and security systems. You will play a key role during fire alarms and subsequent evacuations. Members of the Stage Door team are responsible for opening and closing the building, and ensure key administrative and building processes run smoothly and are kept up-to-date.

Your role would support the team, consolidating administrative processes. You'll also support the General Manager with administration around HR, and key policy areas like Sustainability and IDEA (Inclusion, Diversity, Equality and Access).

This role would suit someone keen to start a career in arts administration; perhaps someone with frontline experience looking to develop their administrative skills and learn more about theatre operations.

**Responsible to:** General Manager

**Supporting:** Stage Door Team (7 casual staff)

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

### Key responsibilities

#### Supporting the Stage Door Team

- Oversee and maintain administrative processes on stage door, always looking for more efficient and reliable protocols.
- Lead on keeping Stage Door presentable and functional, ensuring a warm and helpful welcome to artists, staff and guests. Maintain the Stage Door Manual, ensuring it is kept up to date.
- Support the team of Stage Door Keepers, addressing performance issues eg. safety-critical errors, punctuality.
- Offer emergency cover in case of staff illness or other absence, for periods mutually agreed with the General Manager.
- Lead on the training of new Stage Door Keepers.
- Cover Stage Door breaks.
- Oversee administration of recruitment, and ensure all Stage Door Keepers are logging information accurately, storing files correctly and with discretion.
- Ensure accurate and timely Equal Opps data collection for new staff and applicants.

- Respond to queries and comments. Resolve complaints in person in a sensible and sensitive manner and pass on any issues to the General Manager.
- Liaise with other departments to ensure the smooth running of performances and events.
- Build the rota, and manage rota changes, shift swaps and staff illness.

### **Administration**

- Support the General Manager with administration relating to HR, policies and working groups (Health & Safety, Sustainability, IDEA – Inclusion, Diversity, Equality and Access).
- Support the General Manager with the commercial hires process, ensuring timely responses to prospective and existing hirers.
- Support the General Manager with office management, including stationery orders, and repair and purchase of office equipment.

### **Regular Stage Door Duties**

- Provide a friendly, clear and well informed service at all times both on the phone, in person and in writing.
- Open and close the building, performing walkarounds at unlock and lock up.
- Monitor the fire system and be able to operate the panel with confidence.
- Fulfil fire evacuation responsibilities, acting as a hub for communication to ensure safe egress of those occupying the building, and remaining a key communicator throughout.
- Record deliveries sent and received and distribute post.
- Arrange interview schedules, phoning shortlisted candidates and booking them in.
- Provide ad hoc administrative support to members of Unicorn theatre staff. This could include tasks such as helping with travel bookings, proofing, filing, data entry.
- Undertake any other duties as required by the General Manager.

### **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
- Previous Reception / customer service experience with excellent communication skills – face to face, over the phone or on email
- Well-organised, with the ability to follow administrative processes.
- 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.
- Discretion and confidentiality.
- 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.



*This list of responsibilities is not exhaustive and you may be required to perform duties outside of this as operationally required and at the discretion of your line manager.*

## 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 aged 0 – 13 years old.

Our purpose-built home at London Bridge (opened in 2005) is a creative and welcoming space designed with and for young people. Our building comprises two theatre spaces (Weston Theatre at around 290-seat capacity and Clore Theatre at around 90-seat capacity) plus two rehearsal spaces, along with 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.

The Unicorn has incoming annual resources of around £2.5 - £3 million. We aim for approx. 20% of income to come via our Box Office – with almost all tickets being sold to children at concessionary rates – and to raise a similar amount from fundraising.

### Mission, Vision and Values

The Unicorn is the UK's leading theatre for young audiences. We believe that all children deserve to have access to the arts, regardless of their circumstances and our mission is to transform young lives through theatre by:

- 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), Bailey Lock and Helen Tovey (Co-Executive Directors), 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.

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## How to Apply

To apply for this post, please fill in the Application Form, which includes an Equal Opportunities monitoring form, and email it to [jobs@unicorntheatre.com](mailto:jobs@unicorntheatre.com).

**Salary:** £11.06 per hour, paid weekly, by BACS, in arrears.

**Contract:** Part-time (32 hours per week), Fixed Term for 6 months. Our ideal start date would be Monday 27 June 2022.

We envisage that you would work three shifts a week as part of the Stage Door rota, and have one working day away from Stage Door to focus on administrative work. Stage Door is the priority responsibility for this position, so any administrative/office hours would convert to additional cover at Stage Door as needed (eg. in the case of staff illness).

You may on occasion work in excess of 32 hours a week; you'd be paid at your usual hourly rate for any additional hours.

A high level of flexibility is required for this role; you will sometimes be required to work on weekends and in the evenings to be agreed with your manager.

Annual leave allowance is 8 days, plus 3.5 Bank Holidays, (a pro rata of 20 days plus Bank Holidays) across the duration of the contract. Unicorn staff are auto-enrolled into the NEST pension scheme.

**Closing date for applications:** Noon, Thursday 26 May 2022

**Interviews:** Wednesday 1 June 2022 (Zoom or in-person as preferred)

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

We are committed to being an equal opportunities employer and actively encourage people from a wide variety of backgrounds, experience and skills to join us and influence and develop our working practice. We particularly encourage applications from Black candidates, and candidates from diverse ethnic backgrounds, and those who self-identify as disabled.

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.



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