



Stage Door Receptionist

About Us

ATG Entertainment is proud to stand at the forefront of the live entertainment industry.

Our expertise and capabilities enable producers and other creatives to bring their visions to life and create unforgettable performances for audiences, presented in our landmark venues and delivered with exceptional hospitality. It is the passion of our teams, that cover every discipline across the live entertainment industry, that underpins our continuing strategic growth and success.

We own, operate or programme some of the world's most iconic venues; ATG Entertainment manages over 70 venues across Britain, the US, Spain and Germany.

We are the world leader in theatre ticketing; We process more than 18 million tickets every year for hit musicals, acclaimed plays, concerts, comedy shows and a variety of other live events across the UK, US, and Germany.

We present the world's best live entertainment in our venues; working alongside the world's leading producers and creative artists, our venues present an extraordinarily diverse range of top-quality entertainment.

We produce award-winning shows; our in-house production team, ATG Productions, are dedicated to producing critically acclaimed, commercially successful and creatively ambitious work for the West End, Broadway, Continental Europe and beyond.

People are at the heart of our success. We are passionate about bringing great live experiences to the widest possible audience; about giving the world's best creative talent the stage it deserves; and about providing our people and partners with opportunities to realise their full potential.

Our Values

In everything we do, we strive to be Ambitious, Collaborative, Passionate and Smart.

- We are **ambitious** and seek to exceed people's expectations.
- We are **collaborative** and help each other to reach our goals.
- We are **passionate** about our work, our business, and our industry.
- We are **smart** in our quest for simple, efficient, and innovative solutions.

Corporate Social Responsibility: Our Priorities

- Next Generations: introducing tomorrow's audiences to the pleasures of live entertainment, recruiting and nurturing the next generation of industry talent.
- Inclusion: improving and promoting diversity, inclusion and well-being in the workplace.
- Sustainability: helping reduce our impact on the environment by making our business more sustainable.

A Stage for Everyone - Our Inclusion, Diversity, Equity and Access Mission Statement

Our stages are a platform for compelling stories – stories that are for all, by all, and of all. We shine our spotlight on our differences and believe that understanding and celebrating these differences makes us better global citizens. We are passionate about the pursuit of true diversity and equality. We strive to make our venues beacons of these ideals in our communities. Onstage and off, we hold ourselves accountable for nurturing an inclusive culture, one in which everyone can bring their authentic selves. At ATG Entertainment, we provide a stage for everyone.

We recognise that we do not have all the answers; but we strive to listen, to learn and to change in order to ensure ATG Entertainment becomes a truly inclusive organisation. We therefore welcome and encourage applications from individuals from the widest possible range of backgrounds and particularly welcome applications from those currently underrepresented in our workforce.

We are a Disability Confident Committed Employer, which means that we are taking action to ensure that people with disabilities and long-term health conditions feel supported, engaged and able to fulfil their potential in the workplace. We will offer an interview or recruitment event to disabled candidates who tell us they wish to participate in the scheme and who demonstrate in their application that they best meet the essential criteria for the role. Where we receive more applications than we are reasonably able to interview for any given role, we will retain applications for the next available interview opportunity wherever possible.

If you'd like to discuss accessibility prior to applying, please email recruitment@atgentertainment.com for a confidential discussion.

Please note, your role may require you to work with children and vulnerable people.

The Stage Door Receptionist Role

As a Stage Door Receptionist, you will be a key member of the Back of House department.

This is a casual role, with shifts available over 7 days covering morning, afternoon and evening shifts, depending on the productions, events and maintenance scheduled into the venue.

Working in collaboration with all departments, the role reports to the senior member of staff for Stage Door and will ensure that our interaction with visiting companies and contractors is efficient and professional at all times.

Stage Door provides the primary security presence for the theatre and is also the first point of contact for all visitors to the venue. As well as welcoming all visiting companies and contractors, the Stage Door Receptionist will also be a main source of communication between multiple departments at the venue, making sure that all messages and information are passed in an accurate and timely manner. Amongst various other tasks, some of your daily jobs may include operating the fire panel, monitoring CCTV and opening and closing of the venue.

Key Responsibilities

- Provide a warm welcome and efficient reception to all visitors, crews and companies who attend the venue via Stage Door and be committed to creating a relaxed and happy environment.
- Maintain the security of the building by issuing the relevant passes and keeping an accurate record of when all members of a visiting company, contractors and staff enter the building.
- Monitor all security aspects of Stage Door, including allocation of keys, operation of the fire panel and magnetic locks system, monitoring of CCTV and keeping a log of all visitors, staff and contractors.
- Use of the radios and tannoy system in order to improve effective communication. This includes show calls when the producer requires.
- Make sure all visitors are verbally provided with the necessary safety information when arriving on site.
- Update the internal communication board at Stage Door.
- Ensure all visitors are signed in and collected by a member of staff, or directed clearly to their relevant place of work or dressing room.
- Process telephone calls in a polite and professional manner. Take accurate messages or transfer if appropriate.
- Ensure all parcels, post and deliveries are received and distributed to the relevant department or visiting company.
- Ensure all accidents, near misses, incidents and alarm panel activations that happen on site are recorded on the appropriate systems.
- Keep the area directly outside of Stage Door clear and free of obstruction.
- Be responsible for opening and closing the venue at times appropriate to the needs of the business.
- Adhere to Health & Safety procedures to minimise the risk of injuries and accidents.
- Receive, log and place in safe keeping all lost property.
- Receive and respond to any producer or customer query as appropriate.
- Attend any appropriate training courses in order to further self-development.

Everyone's Responsibility

Everyone at ATG Entertainment is expected to play their part in achieving our goals and upholding our core values, by:

- Committing to creating and upholding a positive, inclusive culture that nurtures potential and supports well-being.

- Playing your part in reducing our environmental impact and finding more sustainable ways of working.
- Encouraging the next generation in live entertainment by contributing to our outreach and training programmes, including mentoring students and trainees, and supporting our Creative Learning and Community Partnerships work.
- Having a positive attitude to health and safety, legal and insurance requirements and take care to understand our policies and procedures. You'll help us uphold a positive culture around meeting our obligations.

We are all expected to participate actively in the life of the company, and opportunities will arise for you to collaborate with others across the business. Everyone at ATG Entertainment is expected to be flexible and adapt as the needs of the business change, taking on new or different responsibilities as the need arises.

Your Skills, Qualities, and Experience

We welcome transferable skills from other industries. If you can demonstrate many of the essential skills, qualities and experience we encourage you to apply. We are able to provide training where necessary.

Essential

- Excellent communication skills.
- Commitment to excellent customer service.
- Be able to work in a busy environment and work well under pressure.
- Reliable and punctual.
- Commitment to working safely.
- Good administrative/IT skills.
- Attention to detail., especially with processes and procedures.
- An ability to work flexible hours including weekends and evenings, which can sometimes be at short notice.
- Dedicated and hard working.
- Ability to use your own initiative to solve problems.

Desirable

- First Aid and Defib trained.
- Experience monitoring CCTV.
- Experience working in a Theatre/Arts environment.
- SIA badge holder.
- Experience of carrying out Emergency Evacuation Procedures.