



Stage Door Keeper

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 Keeper Role

The Stage Door Keeper is both the welcoming face of the venue, providing a warm and helpful first contact for Staff, Visitors and members of the visiting company, as well as being responsible for the monitoring of the fire panel and security of the theatre.

This role is vital in keeping all staff and our building safe and is responsible for the active monitoring and implementation of safety systems as well as signing people in and out of the theatre.

The successful candidate will be answering calls from our teams and public, have an active role in sorting deliveries and post as well as the day-to-day responsibility of our stage door hub.

Key Responsibilities

- To implement safety and security throughout the venue, allowing authorised personnel only to enter Stage Door.
- Depending on shift, opening stage door and or securing the building at the end of the evening.
- To oversee the venue's fire and security alarm system and notify the Management team immediately of any suspected faults.
- To operate the switchboard and voicemail system, taking accurate messages where appropriate in order to offer a high standard of service.
- To adhere strictly to all Stage Door procedures outlined in the venue's RMS folders.
- To provide accurate and timely information to visiting personnel, artists and internal/external customers.
- Accepting deliveries for the venue and ensuring they reach the necessary department. Distributing post where necessary.
- To maintain accurate records relating to lost property.
- To control the distribution and collection of dressing room keys.
- To initiate an emergency evacuation if required in line with Company and venue procedures.
- To attend training courses as required in order to further self-development and the requirements of the Company.
- Adhere to all Risk Management procedures within Stage Door and surrounding areas to minimise the risk of injury and accidents.
- To complete any other delegated duty that assists the Company to achieve its business objectives.
- Adhere to all ATGE's policies and procedures and provide sign offs for your personnel file when requested.

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.

If you are able to demonstrate many of the essential criteria, we encourage you to apply, and welcome transferable skills from other industries or backgrounds. We can give experience of any desirable criteria but may also use them to decide between candidates for this role.

Essential

- Ability to work effectively under pressure
- Ability to work as part of a team
- Excellent communication skills
- Respectful approach and considerate of others
- Excellent timekeeping
- Willingness to work the required hours, including mornings, evenings, weekends and public holidays
- Warm and welcoming presence
- Computer literate, familiar with Microsoft Word and Microsoft Excel
- Must have the ability to multi task

Desirable

- Numeracy Skills

The following training is desirable, but not essential as relevant training will be provided:

- Relevant Health and Safety Training Courses
- First Aid Training
- Manual Handling Training
- Security Experience