



STAGE DOOR JOB DESCRIPTION & PERSON SPECIFICATION / THE BURNT CITY

Responsible to: Building Manager

Key relationships: Building Management, Stage Door staff, Stage Management, Production and Design Departments, Producers, Third-Party Contractors

Salary: £11.05 per hour (London Living Wage)

Contract: Zero hours, fixed-term. Various hours available

Deadline: Applications will be reviewed on a rolling basis. Shortlisted candidates will be notified in due course.

How to apply: Send your CV and cover letter by email with the subject "Stage Door Staff" to workwithus@punchdrunk.com.

OUR HISTORY Formed in the UK by Felix Barrett in 2000, Punchdrunk has pioneered a game-changing form of immersive theatre in which roaming audiences experience epic and emotional storytelling inside sensory theatrical worlds. Blending classical texts, physical performance, award-winning design installation, and unexpected sites, the company's infectious format rejects the passive obedience usually expected of audiences. Our award-winning productions invite audiences to rediscover the childlike excitement and anticipation of exploring the unknown and experience a real sense of adventure. The company's international production, *Sleep No More*, has celebrated 10 years of its extended run in the USA. In December 2016, a redeveloped version of the production opened in Shanghai and continues to run. *The Third Day*, a six part TV drama and theatrical broadcast created by Dennis Kelly and Felix Barrett aired on Sky and HBO in 2020. Punchdrunk has also announced a partnership with gaming giants Niantic.

Punchdrunk's award-winning productions include *Faust* (in collaboration with the National Theatre, 2006), *The Masque of the Red Death* (2008), *Tunnel 228* (in collaboration with The Old Vic, 2009), *It Felt Like A Kiss* (with Adam Curtis and Damon Albarn, Manchester International Festival, 2009), *Sleep No More* (with the American Repertory Theatre, Boston, Mass., 2009), *The Duchess of Malfi* (with ENO, 2010), *The Crash of the Elysium* (Manchester International Festival, 2011) and *The Drowned Man: A Hollywood Fable* (with the National Theatre, 2013).

THE ROLE

Punchdrunk is seeking a pool of proactive and resourceful Stage Door staff with great people skills to act as the first point of contact on the premises of our next project, *The Burnt City*. As

a team the Stage Door staff will open and close the building, managing the stage door during all building opening hours including during the show run. They will be the welcoming face of the company, providing a warm and helpful first point of contact for all staff and performers, contractors and visitors. They will ensure all receive a warm welcome, check credentials, communicate with other departments, organise inductions and keep accurate records. They will support the delivery of fire safety and security to the building, and be a vital link in the reporting of incidents as well as aiding in an evacuation both during the day and during the show.

Members of the Stage Door team will act as Duty Managers and are key holders for the building, responsible for the opening or closing and in helping to ensure key administrative and building processes run smoothly.

JOB DESCRIPTION | RESPONSIBILITIES INCLUDE

Stage Door

- To maintain a warm and welcoming presence at stage door, maintaining the security of the building by ensuring that building users are signed in, have received a suitable induction and are either met by a member of staff or are directed to their place of work
- Greet all building visitors and staff, dealing with their enquiries professionally and efficiently
- Receiving incoming phone calls, taking messages when required
- Ensuring all post, parcels and deliveries are directed to the correct department or staff member, and keeping a log of these deliveries at the Stage Door
- To regularly update a delivery schedule and liaise with Show Crew to ensure efficient handling of all deliveries to the building
- To be responsible for keeping the reception, bathrooms, kitchen and welfare areas in a presentable condition throughout the day
- Assist with administrative tasks when required

Security and Safety

- To be security focused and understand the need for vigilance and professionalism at all times whilst on duty, implementing security procedures to ensure only appropriate personnel enter the building both during the day and whilst the show is running.
- Maintain a safe working environment and prioritise the health, safety and comfort of the staff, performers and visitors to the building
- Take a proactive role in induction procedures to ensure that staff working in the building are informed of all rules and regulations
- Report and appropriately escalate any risks of breaches according to Punchdrunk's Health & Safety policy

- To have a thorough understanding of the workings of the Fire Panel, safety systems and emergency evacuation procedures and to be able to act in accordance with these procedures at all times, in line with company procedures
- To be a key-holder and to be responsible for opening and/or closing the building (depending on the shift time)
- Monitor the building's systems, including intruder alarms, CCTV, code locks, access control, fire alarms, emergency lighting and escape routes and to raise any issues with Building Management as soon as possible
- Issue visitor passes and maintain accurate records throughout the day to ensure passes are returned
- Control and maintain the security of access fobs/keys, which must be signed in and out
- Assist in the issuing and maintenance of radios and site wide equipment. Maintaining accurate records throughout the day to ensure everything is returned
- Ensure emergency equipment (grab bags, first aid kits) are maintained and fully stocked

Building Maintenance

- Report all building issues to the Building Manager in a timely manner
- Undertake daily and weekly checks and routine inspections in conjunction with other departments as required
- Respond quickly and effectively to any issues which arise and keep the teams informed and up to date with the progress of any remedial works required
- To liaise with external contractors on site
- Complete appropriate paperwork for all the building and facilities management systems
- To undertake any other reasonable duties as requested by the management

PERSON SPECIFICATION

Essential

- Excellent customer service, interpersonal and communication skills
- Enthusiastic, proactive and flexible approach to work
- Security and safety conscious
- A problem-solver with a can-do, positive attitude
- Capable of multitasking, able to remain calm under pressure in a busy and high-pressure environment
- Punctual and reliable

- Capable of working alone as well as part of a team
- Understanding of the importance of confidentiality and tact
- Ability to work evenings and weekends

Desirable

- An interest in Punchdrunk's work
- Experience of working in a similar role and environment
- Knowledge of security and emergency evacuation procedures
- IT skills (Microsoft Office or similar)
- First Aid Training and Fire Marshal training

WORKING HOURS

Shifts available between the following hours:

- Weekday evenings - 4.30pm to 11.30pm
- Weekends - 7.30am to 11.45pm

EMPLOYMENT TERMS

- Zero hours, fixed-term contract. Various hours available
- £11.05 per hour
- Pension contribution, following completion of probation period
- 20 days holiday per annum pro-rata + UK bank holidays
- Place of Work: Punchdrunk's home in Woolwich
- Direct Report to Building Manager
- Due to the nature of this role early morning, evening and weekend work will be required on a rota basis
- **Please note: this role is only open to applicants aged 18 years and over in line with our safeguarding policy.**

NOTES TO APPLICANTS If you are called for an Interview you will be required to sign a Punchdrunk Non-Disclosure Agreement in advance of the meeting.

All applicants must be eligible to work within the UK.

HOW TO APPLY To apply, please submit your CV and a brief statement (maximum 2 A4 sides) describing your suitability for the position and *specifically* how your experience matches the person specification.

Applicants should provide contact details for two references and we will seek your permission before making direct contact with any referees. Please note that it is likely we will seek to take up 1 reference for candidates progressing to a second interview, prior to making an offer.

Please submit your application by email, with the subject "Stage Door Staff" to workwithus@punchdrunk.com. Shortlisted candidates will be notified shortly after.

As an Equal Opportunities Employer, Punchdrunk welcomes applications from all sectors of the community, regardless of gender, age, race, sexuality or disability and makes appointments based solely on ability to fulfill the duties of the post. Candidates who are shortlisted for interview will be given the opportunity to specify any access needs so that appropriate arrangements can be made.

Recruitment timeline: Applications will be reviewed on a rolling basis and interviews will commence shortly after shortlisting with a view to start the role as soon as possible.