



Stage Door Keeper

The Helix is seeking to recruit a part-time casual Stage Door Keeper to monitor security, act as a customer service representative, do building and lock-up checks and manage all other elements of the role as detailed below.

Main Responsibilities

- To become familiar with all Health & Safety procedures relating to stage door and the back of house and to sign off on any guidelines in place relating to injuries, health & safety etc.
- To consult weekly rosters and worksheets and become familiar with building schedules.
- To set-up and break-down any rooms as required according to the needs of the venue schedule.
- To be familiar with the programme within the venue on any given shift and ensure all information, necessary to the security of visiting personnel is adhered to.
- To act as a primary key holder responsible for the opening and locking up of the building, as well as setting the alarm systems.
- To complete lock up daily sheets at the end of a shift and confirm same with manager.
- Ensuring the security of the building and its contents whilst on duty, monitoring access in the building, on the laneway and via the CCTV cameras, reporting same through appropriate channels.
- To act as point of contact on radio at all times.
- To manage the Stage Door area and welcome all guests, answering calls, receiving, sorting and delivering post to relevant staff members.
- To manage the sign-in system and enforce the procedure when necessary as ALL personnel must sign in / out at Stage Door, including all staff.
- To ensure that for any given event a list of visiting staff / performers is in place and to inform promoter / organizer when performers arrive at stage door and request stage school check in supervisor be in position to check in & direct arrivals to their dressing rooms , stage etc.
- Responsible for all deliveries and collections which must be logged and correct procedures adhered to when informing owner. Only when an agreement has been made in advance with the receiver or sender of items can the Stage Door Keeper sign for any items small or large in volume or value.
- To provide a welcoming reception service to Helix staff, promoters, performers and visitors.
- The Stage Door Keeper is responsible for the maintenance and upkeep of the stage door / reception office. It is a duty of the Stage Door Keeper to keep the office tidy and clean at all times.



This includes the immediate area outside the Stage Door, in the laneway and in the access corridors to and from the Stage Door.

- To manage all lost property in the building. Ensuring a proper log and information service is in place to manage same.
- To issue dressing room keys as has been agreed by the Technical Manager.

Dressing rooms will be labelled and directions to the relevant areas will be posted by Stage Door Keeper.

- To ensure that the loading doors at the Mahony hall are either monitored by visiting production staff / security / personnel during load in /out and are closed over when not monitored or required.

All staff and others accessing the backstage or sensitive areas or offices enter/ exit and sign in / out through the Stage Door.

- To participate in the buildings emergency call out team.
- Any other duties as directed by Manager or appointed representative.

Requirements

The successful candidate will have the following skills and experience:

- Knowledge and experience of using computer packages.
- Security experience would be an advantage.
- Customer service experience.
- Experience in managing Health & Safety requirements in a building/venue.
- First Aid Trained an advantage.

Person Specification:

- Must be punctual
- Excellent customer service skills
- Must be polite at all times
- Keep calm under pressure
- Have the ability to multi-task

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The successful candidate will have a minimum of 2 years' experience in a customer service environment. They will have experience in dealing with the public and the ability to multi-task.

There are some physical elements to this role so candidates must be comfortable moving furniture and accepting deliveries of large boxes etc. when required. Excellent computer and customer service skills are essential.

Apply with CV and cover letter outlining relevant experience to anne.hughes@thehelix.dcu.ie by Friday 4th May 2018.