



ARTS AND CULTURE TRUST

JOB DESCRIPTION FORM

POSITION DETAILS

Position Title	Stage Door Keeper HMT
Position Number	13415
Classification Level	Level 3
Award/Agreement	Perth Theatre Trust Venue Management MEAA Agreement 2019, or any other prevailing industrial instruments
Division	Venue Operations
Branch/Section	Venue Operations
Physical Location	His Majesty's Theatre or other venues as required
Effective Date	30/04/2023
Employment Type	Fixed-Term
Employment Status	Part time

REPORTING RELATIONSHIPS

POSITION REPORTS TO

Manager Venue Operations	13765	Level 5
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POSITIONS REPORTING TO THIS POSITION

Nil

PURPOSE OF THE POSITION

THE STAGE DOOR KEEPER MANAGES THE RECEPTION OF ALL VISITORS WHO ATTEND THE THEATRE IN A COURTEOUS AND PROFESSIONAL MANNER AND TO EFFICIENTLY OPERATE THE MAIN TELEPHONE SWITCHBOARD. THEY ARE RESPONSIBLE FOR THE ACCESS CONTROL FOR THE BUILDING. THE STAGE DOOR KEEPER WILL ALSO OPERATE ANY COMMUNICATIONS SYSTEM IN PLACE AT THE STAGE DOOR INCLUDING EMERGENCY SYSTEMS.

DUTIES OF THE POSITION

1. Understands venue evacuation and safety procedures and acts as Communications Officer for any issues which may arise in the building. Follows the emergency procedures as stated in His Majesty's Theatre Emergency Procedures.
2. Efficiently and competently operates the Stage Door telephone and associated equipment provided.
3. Ensures all information on Theatre events, shows, special instructions or any other theatre information is current and provided for the information of callers and visitors.
4. Receives visitors, clients and tradespersons at the reception counter and ensures they are correctly directed to their appointments and that in the case of tradesmen, notification is made in the visitor's book of their attendance.
5. Correctly receives and disseminates messages and information to people concerned.
6. Collects and posts all Mail.
7. Manages the arrival and dissemination of goods including stage equipment.
8. Dispatches, receives and disseminates couriered items.
9. Ensures that the Building Management System is maintained at all times by ensuring all visitors are identified, informing venue management of any persons not inducted.
10. Monitors the security video surveillance.
11. Provides support to tenants in terms of visitors, mail, security, guests and studio access.
12. Maintains lost property records.
13. Maintains keys for security building access.
14. Assists with administration as and when directed by venue management.
15. Promotes customer relations by displaying a positive attitude and client service focus.
16. Promotes the Venue's services and facilities to clients.
17. Develops effective relationships with other department team members and Venue staff through appropriate communication and a positive attitude.
18. Ensures personal presentation, punctuality and reliability, which reflect the corporate image of the Venue.
19. Identifies and resolves challenging situations as they arise both internally and externally.
20. Reports damages to property and equipment failure.
21. Participates in training as directed by the Manager, Venue Operations.
22. Assists with scheduling venue maintenance.
23. Undertakes Stage Door Keeper induction and training, regularly distributes information in regard to venue operations and prepares casual rosters.
24. Assists the Manager, Venue Operations with recruitment of casual Stage Door Keepers.
25. Monitor and report on EWIS and fire panel.
26. Other duties as required with respect to the skills, knowledge and abilities of the employee.
27. Knowledge of security and emergency evacuation procedures.

28. Other duties as required that fall within the parameters of the position

COMPLIANCE AND LEGISLATIVE KNOWLEDGE

1. Complies with the Code of Conduct, policies and procedures and relevant appropriate legislation; and
2. Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

WORK RELATED REQUIREMENTS

This section outlines the requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position.

ESSENTIAL

1. Role Specific

- Knowledge of security and emergency evacuation procedures.
- Efficiency and competency working with computer systems and the associated equipment provided.

2. Shapes and Manages Strategy

- Demonstrated high level of initiative and problem-solving skills with the ability to manage conflict, stress and difficult customers in patient and diplomatic manner.

3. Builds Productive Relationships

- Good customer service skills, ideally gained in a similar role within a live entertainment venue.

4. Exemplifies Personal Integrity and Self-awareness

- Ability to understand and operate within the mission, vision and values of the Department and Arts and Culture Trust.

5. Communicates and Influences Effectively

- Demonstrated strong communication, interpersonal skills and negotiating skills with the ability to communicate with technical staff, artists, performers, equipment suppliers, tour managers and performers.

DESIRABLE

1. Other skills, experience and knowledge desirable in the role

- Previous experience working in a live event environment.
- Experience with operating a telephone switchboard and associated equipment.

ELIGIBILITY SPECIALISED - SKILLS / TRAINING REQUIREMENTS

SPECIAL CONDITIONS

1. The Trust venues operate on a 7 day a week environment.
2. Weekend or out-of-hours work may be required.

APPOINTMENT IS SUBJECT TO

100 Point identification check.

Criminal History Record Check: An acceptable National Police Certificate (police clearance), or equivalent, is an essential pre-employment requirement and must be obtained prior to commencement (within the last 6 months).

TRAINING

Complete induction within three months of commencement.

Complete Accountable and Ethical Decision Making Training within 6 months.

Complete any training specific to the role required by Departmental policy.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and requirements of this position.

Corporate Executive Representative Signature Enter text.

Date Enter a date.

I have read and accept the responsibilities of the Job Description Form. The position's duties are to be performed in accordance with the Department's Code of Conduct.

Employee Signature Enter text.

Date Enter a date.

ABOUT THE ARTS AND CULTURE TRUST

The Arts and Culture Trust (ACT) was established on 1 July 2022 when the Arts and Culture Trust Act 2021 was proclaimed, replacing the Perth Theatre Trust (PTT).

The ACT manages:

His Majesty's Theatre

Subiaco Arts Centre

The State Theatre Centre of Western Australia

The Albany Entertainment Centre

Perth Cultural Centre

The new authority will oversee all types of art and cultural assets other than just theatres, and apply a State-wide lens to engagement, business activities and presentation of productions for the arts and the community.

ORGANISATION	MISSION	VISION	VALUES
Arts and Culture Trust	To offer wide-ranging arts experiences in well-	To have vibrant, full theatres	Creativity

managed venues

Respect

Service

