



THEATRE ROYAL SYDNEY

The **Stage Door Attendant** is a key member of the Theatre Royal Sydney's Back of House Team.

This full-time position plays a vital role in providing a welcoming and professional reception service at the primary entrance to the theatre for all staff and visitors. They also play a primary role in ensuring the safety and security of the building, remaining vigilant to minimise security risks and taking an active role in the operation of the theatre's emergency procedures, as well as being a member of the theatre's Emergency Response Team.

The **Stage Door Attendant** will contribute to the success of providing consistent, memorable and world class experiences to all stakeholders. As such, this role requires flexibility depending on each production's requirements and performance schedule. This will include evenings and weekends.

This position would suit a friendly, responsive individual who is self-motivated and is keen to be part of a collaborative team and enjoy the benefits of a full-time role and perks of working for a vibrant premium city arts venue.

For further information about this role, please refer to the Position Description below.

To submit your application, please submit your current resume to trsrecruitment@tralgarentertainment.com.au with the Subject Line 'Stage Door Attendant'. Application – Theatre Royal Sydney' by Friday 1 November 2024, 5:00pm.

Early applications are encouraged as suitable candidates may be invited to attend an interview prior to the closing date.

Applications are open to those with full working rights in Australia. Theatre Royal Sydney is an Equal Employment Opportunity Employer.



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Stage Door Attendant

REPORTING TO: Technical and Building Services Manager
POSITION TYPE: Casual
LOCATION: 108 King Street, Sydney

Our Company:

Theatre Royal Sydney (TRS) is one of Australia's oldest theatrical institutions, originating in 1832 with the current TRS built in 1976. In 2017, Trafalgar Entertainment became the new operators of TRS and after an extensive restoration period, the theatre reopened in December 2021. The iconic 1,200 seat theatre is an architectural masterpiece and centrepiece of theatre in Sydney's CBD. The theatre is home to a broad range of entertainment including dramas, plays, comedy and musicals.

By joining TRS, you are joining the leading international live entertainment company, **Trafalgar Entertainment (TE)**. Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is focussed on new productions, the distribution of live-streaming innovative content and the provision of amazing spaces where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres (comprising Trafalgar Theatre and Olympia Theatre in London, Theatre Royal Sydney, and 12 UK regional venues), Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Helen O'Grady Drama Academy, London Theatre Direct, Jonathan Church Theatre Productions and The Chiswick Cinema.

About the Role:

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Equal Opportunities and Diversity:

We LOVE entertainment, and in our world, EVERYONE has a part to play.

Trafalgar Entertainment and its subsidiary companies are committed to ensuring that the organisation is truly inclusive, diverse and anti-racist, achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. We believe that all employees and customers are entitled to be treated with respect and dignity.



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Key Responsibilities

Stage Door

- To represent the theatre in a professional manner, welcoming all theatre staff; production staff and creatives; visitors and contractors into the building, and providing exceptional internal and external customer service.
- To manage the theatre's switchboard, handling and forwarding calls and effectively dealing with enquiries as required.
- To maintain an efficient messaging system, ensuring all messages are accurately communicated to the relevant recipient in a timely manner.
- To monitor and record all deliveries and incoming post, and co-ordinate the internal delivery of the parcels, whether by immediately notifying the addressee or arranging for the delivery of any item to the addressee personally by the technical supervisor, so that the Stage Door area is kept free of obstructions.
- To be responsible for recording any theatre property loaned by the Stage Door Attendant to staff and visiting company members at any time, particularly during show turn-around periods.
- To record the distribution of radios to visiting contractors and production staff, ensuring all are returned prior to their departure from the venue, and immediately reporting to the theatre management any instances when radios have not been returned or have been lost.
- To record the distribution of dressing room keys to resident company members, ensuring all are returned prior to their departure from the venue each day, and immediately reporting to the theatre management any instances when dressing room keys have not been returned or have been lost.
- To be responsible for the allocation and return of theatre keys to any cover staff, ensuring that internal keys are returned after use.
- To monitor the visitor diary for all productions, ensuring visitors are booked in advance.
- To log all lost property and be the first point of contact for patrons enquiring about lost items.
- To assist the administration assistant in providing up-to-date production welcome packs ahead of the visiting production's arrival, including updating the dressing room welcome pack, creating ID cards, arranging fruit bowls, and writing welcome cards.

Work, Health & Safety

- To safely unlock the theatre as required by the daily roster, ensuring the venue is safe for the team to enter, in line with the theatre's opening procedures.
- To clear and secure the building in the evening, as required by the daily roster, as part of the theatre's end of day procedures.
- To undertake daily checks of the company dressing rooms prior to the closure of the venue to ensure the safety of the building, which includes closing and locking windows and ensuring all unnecessary electrical appliances are switched off.
- To report to the Technical and Building Services Manager any instances when dressing rooms have been left unsecured or appliances left running by members of the resident company.



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- Play an active role as part of the venue's Emergency Response Team in the role of Deputy Chief Warden and to ensure the safe execution of the Emergency Response Procedures Manual
- In conjunction with Dexus Facilities and the Technical Manager carry out the weekly check of the emergency evacuation alarm and to record this in the fire log.
- To implement and co-ordinate emergency procedures as required.
- To participate in regular safety drills with all in house theatre staff and to operate all alarm systems efficiently and effectively.
- To be fully aware of the work, health and safety procedures and risk assessments relating to the technical department, adhering to all procedures in order to minimise the risk of injury and accidents.
- To conduct site inductions with contractors and visitors as they arrive at the venue, explaining emergency and relevant health and safety procedures.
- To complete permit to work forms with contractors and technical staff when required.
- To remain vigilant in abiding by all security procedures to minimise security risks and company losses, including the inspection of deliveries to Stage Door and keeping up-to-date records of staff, contractors and visitors entering and leaving the premises, issuing visitor passes as required.
- To report any accidents, incidents or near misses to management as and when they occur.
- To report any incident or activity that could be injurious to somebody who works, visits, or passes through the theatre, or causes damage to the fabric of the building.
- To maintain and update the Stage Door notice board with relevant information for theatre staff and incoming companies as required.
- To ensure that the fire alarm panel is set to the correct mode ('Day' or 'Show').
- To ensure all radios are correctly stored, are readily accessible and are not obsolete.
- To attend Venue, Health and Safety meetings and Venue Operations Meeting as required.
- To monitor the venue's CCTV system, reporting to the theatre management any issues or suspicious behaviour.
- To report any required equipment maintenance to the theatre management, including CCTV and the fire alarm system, and contact maintenance companies when necessary.
- To work with the General Manager to develop and implement environmental initiatives throughout the building.

General Responsibilities

- To complete and submit a timesheet each week, ensuring it is correct and ready for processing by the Administration Assistant each Monday morning.
- To assist in the ongoing training of staff, with particular reference to new Stage Door employees or interns.
- To maintain a highly professional standard of appearance, in accordance with the department's dress code, ensuring that the theatre's image is always upheld.
- To attend training courses, as required, and take responsibility for ongoing professional development.
- To complete any other delegated task that may assist the company in achieving its business objectives, as required by the Technical and Building Services Manager.