

Porter

SOUTHEND THEATRES

Job Description
Person Specification

August 2019

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

Southend Theatres provides a stunning range of live entertainment, theatre and dining in our two venues, the **Cliffs Pavilion** and the **Palace Theatre**, in the heart of Southend-on-Sea.

The Cliffs Pavilion is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

The Palace Theatre, which opened in 1912, is a delightful Edwardian theatre retaining many features from its music hall origins, and includes The Dixon Studio located on the first floor. The studio is regularly used for a range of small-scale presentations including both amateur and professional productions, stand-up comedians and children's theatre.

Employment type: Part time

Salary: £10,673.00

Hours: 25 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.

Work location: You will be based at **Southend Theatres Ltd.** and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.

Purpose of the role: As part of the Porter team the post holder will ensure the Cliffs Pavilion and Palace Theatre's standards of professionalism and presentation are maintained at all times.

Our ideal candidate: The successful candidate will have an understanding of fire safety, security requirements and event planning is desirable. Excellent verbal communication and time management skills are essential. The role includes lone and assisted manual handling tasks.

REPORTING

Porters report directly to the House Manager Cliffs Pavilion.

KEY ACCOUNTABILITIES

Accountabilities

- Undertake cleaning duties as directed to specified standards and to the satisfaction of the Head Porter/Duty Management.
- Assist in maintaining the exterior areas of the building, including sweeping, litter picking, weeding and hosing down if necessary, as well as maintenance of the pond and bin areas as instructed.
- Assist the Head Porter and Maintenance Technician in the day to day programme of scheduled and reactive maintenance and repair work.
- Ensure all storage areas and cupboards are kept clean, fully stocked and organised.
- Use all materials and equipment issued as instructed, following COSHH guide lines.
- Support the Head Porter and main cleaning contractors by ensuring all equipment is in good working order, safe to use and has the necessary PAT certification, reporting faults or concerns immediately to the Head Porter.
- Report any faults, damage or hazardous situations immediately, following Health and Safety policy guidelines.
- As a key holder, undertake unlocking, opening and securing of theatre and hospitality areas as required and instructed.
- Issue building keys as necessary to visiting contractors and ensure return of the same.
- Attend to the fire alarm panel in the event of activation and assist with evacuation procedures.
- Assist in the preparation and setting up of the auditorium and ancillary areas as directed.
- With assistance move furniture, equipment and peripherals as and when required and directed.
- Stock WC facilities throughout the building as directed.
- Undertake weekly water safety tests.
- Receive, check, sign for and store all deliveries to the buildings in the appropriate areas.

- Maintain up to date displays of internal and external marketing materials as directed by the Marketing Manager and duty management team
- Assist with the storage and retrieval of archive files and paperwork, ensuring boxes are correctly labelled by the appropriate department. Store and destroy as directed.
- Undertake car park duties as required.
- At all times abide by the terms of HQ Theatres' Health and Safety Policy detailed in the Staff Handbook, ensuring a safe, clean and well-presented environment for staff and visitors.
- Conduct safety inspections of the building and its external areas.

Other Responsibilities

- Dress in accordance with the Southend Theatres uniform policy and wear protective clothing as issued.
- Attend staff meetings as instructed.
- Undertake any relevant training and development that may be required.
- Carry out any other duties as required from time to time, taking into consideration the grade of the post and the capabilities of the post holder.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience & Knowledge

- Previous portering experience (desirable)
- Previous experience working in a public environment (desirable)
- Previous experience of working in a theatre or arts environment (desirable)
- Knowledge and experience of undertaking security duties (desirable)
- A good team player
- Articulate with good communication skills
- Numerate (desirable)
- Able to receive and act upon instructions within timeframes set
- Reliable and able to use own initiative

Skills

- Able to undertake a broad range of simple building repair and maintenance tasks (preferable)
- Good verbal and written communication skills
- Computer literate
- Reliable and able to use own initiative
- Able to carry out regular lone and assisted lifting tasks

Attitude

- Flexible approach to working arrangements, hours and staff cover
- A desire to offer excellent customer service
- A positive attitude towards visual appearance, cleanliness and health and safety
- Willing to conform to dress code and PPE code

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I acknowledge receipt of, and confirm my agreement to, carry out the duties described in the attached job description. I understand it is current at the date shown and that, in consultation with me, it is liable to variation by management to reflect or anticipate changes in, or to, the job.

Signed

Date

[Post Holder]

Signed

Date

[for and on behalf of Southend Theatres Ltd]