

# LIVERPOOL PHILHARMONIC - JOB DESCRIPTION

<b>Title:</b>	Stage Door Receptionist
<b>Responsible to:</b>	Visitor Experience Manager
<b>Contract:</b>	Variable Hours

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## Principal Role

Working as part of the Visitor Experience Team, you'll be responsible for welcoming a wide range of staff and visitors to Liverpool Philharmonic and ensuring that our security procedures for backstage access are maintained.

You'll be based on our Stage Door Reception and will support our operations by assisting in maintaining the safety and security of the building and by undertaking key administrative duties associated with the Stage Door function. You'll be confident working independently for long periods and will be an excellent communicator, welcoming and working with a diverse range of staff and visitors.

### Key Responsibilities:

- To act as primary point of contact for all staff and visitors accessing and leaving Liverpool Philharmonic through Stage Door.
- To handle calls received to Stage Door, ensuring that calls are screened and where appropriate, passed on to relevant members of staff. This will also involve answering general customer questions about Liverpool Philharmonic.
- To ensure that all staff, visitors, and contractors sign in and out of the building, administering of visitor passes and notifying staff of visitors who have arrived to see them. This will include ensuring members of touring productions sign in and out and the issue of wrist bands or other performer ID systems.
- To maintain and update the Stage Door information screen.
- To manage incoming parking requests and maintain the parking permit log, including the issuing of permits in line with company policy.
- To ensure that towels and linen for performances is stored correctly and to assist the Events Team in the ordering of linen and arrangements for collection.
- Preparation and issue of access key cards for staff and visitors, the logging, deactivation and replacement of lost cards and updating of access permissions where required.
- To issue building keys and ensure that these are logged in and out – and to notify management when keys are missing.
- To monitor and record all deliveries, post, and collections to/from stage door, ensuring that accurate receipt and delivery notes are kept, and staff informed of deliveries.
- Maintaining the lost property store and returning items to claimants on presentation of reasonable proof of ownership. Disposing of unclaimed items after 4 weeks to worthy cause, or as appropriate.

### Health, safety and security:

- To act as a general point of contact for staff to report incidents around the building and to take necessary actions following our policies. This could



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- include reporting to the Incident Controller or checking the CCTV relay screen. Please note, there is no requirement to operate CCTV equipment.
- To understand and undertake designated safety responsibilities in the event of a major incident and to assist the Incident Controller as required.
- To ensure that safety management procedures for Stage Door are followed.
- On instruction, to release and re activate mag locks in the building and to monitor the door alarm panel – deactivating and activating as instructed.
- To have a working knowledge of the emergency alarm panel, announcement system and intercoms.
- To alert the Incident Controller where a young person is brought on site without prior arrangements and not to admit them into the building until advised that necessary safeguarding procedures are in place.

### **Other Responsibilities:**

- To participate in the promotion of a positive and proactive safety culture at Liverpool Philharmonic.
- To assist in the ongoing training of staff, in particular new team members.
- To attend training courses as required.
- To ensure that Stage Door Reception remains neat and tidy.
- To complete any other duties reasonable to the post as directed by the Visitor Experience Manager, duty Event Managers or the Head of Visitor Experience.
- To be fully compliant with the safety critical responsibilities of your role and allocated position at all times – putting training into action. This includes ACT (Action Counters Terror) training.

In addition to the above, you may be asked to undertake other duties reasonable to the responsibilities of the post.

## **Person Specification**

We're interested in hearing from you if you feel that you would be a perfect fit for the role of Stage Door Receptionist as training will be given, however the following skills and experience would be desirable.

- Customer service experience, especially in a busy environment.
- Experience of working with the public in live events or the hospitality industry.
- Experience of health and safety in the workplace.
- Experience of call handling / screening.
- Confidence in working with a diverse range of people and in responding to challenging situations.
- Great communication skills.
- The ability to work both under direction, to follow set policies and procedures and to work independently.
- A high standard of personal presentation.

***Please note:*** This job description reflects the current position. It does not preclude change or development that may be required in the future.

## Personal style and behaviour:

### *Essential*

- To have enthusiasm and commitment to Liverpool Philharmonic's mission to 'transform lives through music'
- To ensure in every aspect of this role, your work is guided by and aligns with our values:
  - Passionate about music
  - Ensemble
  - Excellent
  - Welcoming
- Commitment to Diversity, Equality and Inclusion, and shows respect for the views and actions of others.
- Flexible approach to working
- Team player

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### This role is for you if:

- You thrive working in a busy customer-focused environment.
- You are passionate about people having great experiences and providing an excellent welcome.
- You're confident when working with the public and responding to a wide range of questions.
- You're able to work independently for periods of time without direct supervision.
- You'll take pride in your role as a representative of Liverpool Philharmonic and the work that we do.
- You're a team player, willing to go the extra mile with excellent problem-solving skills.
- You're able to work early mornings or late nights at times when public transport is not available.

### This role is not for you if:

- You feel uncomfortable working in a busy, fast-paced environment. Stage Door is often very busy.
- You feel you may have difficulty in responding to queries, either in person or over the telephone.
- You feel you may find it difficult to interact with and respond to people whose behaviour can be challenging or who may have opinions or views different to your own.
- You are unable commit to regular late evening and weekend work.



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## **Equal Opportunities Statement**

Liverpool Philharmonic transforms lives through music. We champion equity, diversity, inclusion, and belonging throughout our organisation, our activities, and in the artists and music genres we present.

Our team is a dynamic group of people from all walks of life, united in our passion for music. We're committed to ensuring that everyone feels welcome and everyone is able to thrive, regardless of who they are and where they are from. We are committed to developing a more diverse workforce through encouraging applicants with the skills and experience that help us to widen our perspective and better serve the needs of the Liverpool City Region and our communities.

We particularly encourage applications from individuals from disabled, minority ethnic, and working-class communities as these groups are currently underrepresented within the creative industries.



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