



Stage Door Receptionist

Job Overview

The Stage Door Receptionist is a key member of the Front of House team at the Gaiety Theatre. This role is responsible for operating the switchboard and delivering professional reception and administrative support.

The successful candidate will help maintain high standards of safety and security throughout the building, while supporting management, technical, and maintenance teams. They will also play an important role in welcoming visiting productions and assisting with their requirements.

Reporting To

Theatre Management

This Role Would Suit

- Candidates with hotel front desk experience
- Individuals with strong customer service backgrounds
- Applicants with experience in busy office reception or front desk roles

Key Duties & Responsibilities

- Operate the Gaiety Theatre switchboard, handling enquiries, directing calls, and taking messages efficiently
- Maintain safety and security standards by monitoring sign-in/out logs, fire alarm panels, and security systems
- Welcome visiting companies and provide support as required
- Assist with opening and closing procedures as a key holder, ensuring compliance with health and safety and fire regulations
- Receive, log, and distribute deliveries, including marketing materials, and maintain an organised marketing room
- Act as a point of contact for staff, visitors, emergency services, and security providers
- Carry out general administrative and other reasonable duties as required

Qualifications & Requirements

- Previous experience in an administrative or reception role
- Demonstrated excellence in customer service
- Interest in theatre or venue operations
- Proficiency in Microsoft Office and general IT systems
- Knowledge of health and safety procedures and regulations

Key Attributes

- Strong work ethic and a positive, team-oriented attitude
- Excellent customer service and interpersonal skills
- High level of accuracy and attention to detail
- Flexibility and ability to adapt to changing priorities
- Clear, professional communication skills (written and verbal)
- Polished and professional manner when interacting with clients and visitors

Salary & Hours

- Hourly rate commensurate with experience
- Flexibility required, including shift work
- Availability to work evenings and weekends is essential