

CANDIDATE INFORMATION PACK

Casual Stage Door Keeper

Closing Date: noon 17 November 26

GRAND OPERA HOUSE

Thank you for your interest in joining the team at Belfast's Grand Opera House.

We are a hardworking, close-knit team, made up of people with a real passion for live theatre, customer service, and our beautiful and historically rich venue which attracts over 300,000 theatregoers each year.

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We are a hardworking, close-knit team, made up of people with a real passion for live theatre, customer service, and our beautiful and historically rich venue which attracts over 300,000 theatregoers each year.

As Northern Ireland's Premier Theatre, we are proud to present an unrivalled programme of drama, musicals (many direct from the West End), opera, ballet, comedy, and one of the most successful pantomimes in the UK and Ireland which brings 76,000 people through the doors every Festive Season. The Theatre's Studio, with 125 seats, is an adaptable space which showcases the work of local writers, artistes and producers. Beyond the work on our stages, we deliver an award-winning Creative Learning Programme which, through our performance programme and colourful heritage and history, connects the Grand Opera House with communities, and schools and colleges throughout Northern Ireland through a range of exciting workshops and events.

The Theatre, which opened in December 1895, benefited from a £12.2 million restoration and development project in 2020/21, the most extensive work undertaken since the Grand Opera House was rescued from demolition in the mid-1970s, restored and reopened in 1980. As well as returning the auditorium to its original and opulent splendour, the first-ever heritage exhibition celebrating 125 years of the Theatre's rich and colourful history, has also been installed as part of the restoration and development programme.

Having just celebrated our 130th anniversary year, this is a hugely exciting time to be joining the Grand Opera House, and I wish you every success with your application.

Ian Wilson
Chief Executive



Working at the Grand Opera House

Whether you are a Technician or Stage Door Keeper, Bars Assistant or Stage Door Keeper, working at the Grand Opera House is a unique experience.

This is partly because the Theatre's core product changes almost every week outside of the six-week pantomime season. The Grand Opera House's programme moves from West End musical to gripping drama to beautiful ballet in successive weeks which means working in a fast-paced, constantly changing, and richly diverse environment.

It's also because everyone who works at the iconic Grand Opera House is a custodian of one of the best-loved and most stunning buildings in Northern Ireland, which has a history as rich and fascinating as the design of its famous auditorium. Few people can say they work in a venue that has been graced by a galaxy of stars including entertainers like Charlie Chaplin, Laurel & Hardy and Morecambe and Wise; actors like Laurence Olivier, Sarah Bernhardt and Ian McKellen; opera singers such as Lesley Garrett, Nellie Melba and Luciano Pavarotti; ballet dancers including Darcey Bussell, Sylvie Guillem and Carlos Acosta; comedians like Rowan Atkinson, Steve Coogan and Victoria Wood; and film stars including Orson Welles, Roger Moore and Anthony Hopkins.

The Grand Opera House is one of the largest employers in Northern Ireland's arts sector, and roles at the Theatre cover many different disciplines; from technicians who work behind the scenes on stage and administrative staff who work in the Theatre's offices, to front-of-house hosts and tour guides, and our award-winning Creative Learning team. Whatever the job title, Grand Opera House staff share the common goal of creating unforgettable experiences for theatregoers and making memories that last a lifetime.

The Grand Opera House has charitable status and is governed by a Board of Trustees who work closely with the Chief Executive in overseeing the management and long-term strategies and objectives of the Theatre.

If you love theatre and are passionate about helping the Grand Opera House realise its ambitions, we'd love to hear from you!

Job Description

The Stage Door Keeper is the voice and face of the Grand Opera House, based at the main backstage entrance to the Theatre they provide an essential front-line service to Grand Opera House customers and staff and play a crucial role in the Theatre's evacuation and security procedures.

Key Responsibilities

Customer Service:

- Ensure the highest possible standard of customer service is provided at Stage Door, a service that is welcoming, enthusiastic, friendly and courteous.
- Provide accurate information to visiting companies and cast members at all times, and ensure all preshow preparation is completed in advance of visiting companies arriving at the Theatre.
- Be knowledgeable and enthusiastic about the Grand Opera House, its facilities and staff, shows and events, policies and procedures; providing accurate information to the public, visiting companies and customers as and when required.

- Ensure all calls coming into Stage Door are answered courteously and transferred to the relevant individual quickly and efficiently and escalated if required.

Health and Safety

- Support the House Manager/Fire Evacuation Co-Ordinator in the case of the activation of the fire alarms, and in accordance with the theatre's evacuation strategy. This will include operating the fire detection system, engaging with the Fire Service and participating in training and evacuation drills.
- Ensure all accidents/incidents/near misses are formally documented in line with Grand Opera House procedures and the details and logged on the Theatres Health & Safety Portal.
- Provide a Health & Safety Induction for all visitors to the theatre, ensuring they receive a copy of The Grand Opera House's Health & Safety Guide.
- Report any repairs and maintenance issues on the Theatres Health & Safety Portal.
- Be vigilant and report any Health & Safety issues or concerns to the Head of Operations.
- Ensure the Stage Door area is clean, tidy and well presented at all times.
- Politely ensure that customers, visitors and cast members adhere to the Grand Opera House Trust's no smoking policy in and around the Stage Door area.

Security:

- Open and close the theatre, ensuring the security of the theatre at all times.
- Ensure the theatre's intruder alarm system is armed and disarmed in accordance with the operating instructions, and reporting any faults or problems to the Building Services Manager.
- Respond appropriately to any alarm activations of the various systems at Stage Door.
- Control access and egress to the Theatre via Stage Door, ensuring that all staff and visitors to The Grand Opera House sign in and out in accordance with the Trust's Policies, and that visitors' passes are administrated appropriately.
- Monitor the Theatre's CCTV and escalate any security issues or concerns to the Head of Operations concerns without delay.
- Keep secure and record the issue of all keys kept at Stage Door.
- Issue and record the issue of locker keys to staff and visitors, and collect, record and refund deposits where appropriate.
- Receive, record and secure safely any lost property, and return it to its original owner if possible.
- Ensure all appropriate staff are allocated a radio on arrival to the theatre, and that radios are always kept charged.

Other:

- Complete and issue the Daily Show report to the Senior Management Team following a performance
- Accept deliveries on behalf of all departments, including checking and signing for received goods where appropriate, and communicating the delivery to the relevant departments so that they can remove the goods from the Stage Door area.
- Work in collaboration with colleagues in the Technical Department where appropriate to ensure the smooth running of Get-ins and Get-outs, and the communication of any other technical information as required by Managers or the visiting company.
- Provide administrative support to teams within the theatre when necessary.

This is not an exhaustive list and other duties will arise that the Causal Stage Door Keeper will be expected to deliver. Individuals are required to be professional, co-operative and flexible in line with the needs of the post and the Theatre.

Person Specification

The Casual Stage Door Keeper will be polite, confident, articulate, and friendly individual with the ability to work effectively as a member of our Stage Door team. Excellent communication skills and the ability to plan and organise tasks efficiently are essential skills for this role. An enthusiasm and commitment to providing all customers and visitors with an excellent level of service is a must.

Essential Experience

- At least two year's recent paid work experience in a busy customer service/ hospitality environment, dealing with customers face to face and over the phone.
- At least one year's recent paid administrative work experience.
- Experience of working with a busy multiline switch board.
- IT proficient with working knowledge of Microsoft 365 including Outlook, Word, Excel and experience of using databases.

Essential Skills, Knowledge and Abilities

- Excellent interpersonal and communication skills and the demonstrable commitment to providing an exemplary level of customer service.
- Ability to work effectively as part of a team and support colleagues
- Excellent planning and organisation skills and attention to detail
- Ability to prioritise tasks and respond accordingly in a busy customer facing environment
- Availability to work during the day, evenings and weekends, across all 7 days of the week, when the Theatre is open (see typical shift pattern below)

Terms and Conditions

The Casual Stage Door Keeper wage is currently £12.71 per hour**.**

As a Casual Stage Door Keeper you will have no set or guaranteed hours of work and you will be offered work according to the needs of the Theatre.

Normal opening hours for Stage Door are Monday to Saturday 8.30am – 10.30pm. A standard Stage Door shift is 7 hours, either starting at 8.15am or 3.15pm, therefore candidates must be flexible and have some availability to work during the day and evenings across all the full working week.

It is important to note that Stage Door hours can vary based on the opening requirements and the Theatre's performance schedule. There is also the potential for work to be available to cover periods of planned and unplanned absence within the Stage Door team.

There may also be the need for occasional Sunday working and double time is payable for work on Sundays and recognised Bank Holidays.

Location: Grand Opera House, Great Victoria Street, Belfast.

Probationary Period: the first six months following appointment will be probationary

The Grand Opera House Trust is an Equal Opportunities Employer and all applications for employment are considered strictly based on merit.

Disclosures

The Grand Opera House will seek confirmation that the successful applicant has the right to work in the UK. Any offer will be made subject to verification of the right to work in the UK, receipt of satisfactory references and a satisfactory Access NI Disclosure.

Having a criminal record will not necessarily debar you from working for the Grand Opera House Trust. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained on a disclosure certificate or provided directly to us by the Police Service of Northern Ireland. The Grand Opera House's policy on the recruitment of ex-offenders is available on request from recruitment@goh.co.uk.

Applications Process and Timetable

Please complete the online application and monitoring form which is available on the Theatre's website before **noon on 17 November 2026**. Incomplete online application forms or application forms received after this date will not be accepted.

CVs will not be accepted directly or through referral by a recruitment agency.

The online application form is available at **Careers | Grand Opera House**

If you require any reasonable adjustments to support your application, please contact us at **recruitment@goh.co.uk**.

It is expected that the interviews for this role will be held w/c 23 November 2026.

Online Application Form

It is important to note that once you start our online application form you will need to fully complete it. You will not be able to save the form and come back to it at a later stage. Therefore, we would encourage you to prepare your answers, in advance of starting to complete the online application.

The online form is split into six sections, personal details, education and training, employment, further information, declaration and monitoring.

So please make sure you have all your personal details at hand including your national insurance number, as well as details and dates of your educational qualifications and employment history before you start.

Within the Employment Section you will be able to ask to explain how your work experience is relevant to this vacancy. It is important to make sure you provide sufficient details about your work experience to enable us to assess whether your work experience to date meets the essential experience criteria which is clearly detailed in this pack.

Within the further information section, you will be asked to provide specific examples to demonstrate some of the key skills and experience required for this role. Failure to provide sufficient information or detail in this section may mean that we are unable to determine whether you meet the essential criteria and therefore your application will not be shortlisted.

If we have a large number of candidates who meet the essential criteria for this role, we may employ the desirable criteria, so please ensure that if you have this experience that you detail it in your online application.

For the Casual Stage Door Keeper role, the questions in the further information section are as follows;

1. Please provide specific examples to demonstrate your commitment to providing an excellent level of customer service. (Max characters: 2000)
2. Please provide details and examples to demonstrate your experience of working with Microsoft Office products including Outlook, Word, Excel and your experience of using databases. (Max characters: 2000)
3. Please provide specific examples to demonstrate your ability to plan and organise tasks and your ability to prioritise tasks in a busy customer facing environment.)

Good luck with your application and thank you for your interest in working at the Theatre.