

MARLOWE THEATRE

Job Description

POST DETAILS	
Organisation	The Marlowe Trust
Job title	Front of House Security
Reports to	Front of House Manager
Grade	M

JOB PURPOSE
To provide an excellent, secure, and compliant customer experience for all users of the Marlowe Theatre

PRINCIPAL ACCOUNTABILITIES
<ul style="list-style-type: none">• To welcome customers to the Marlowe Theatre, responding to customer enquiries in a timely manner and escalating where appropriate, to ensure high levels of customer service.• To support and train members of the Front of House team in delivering a consistent and warm welcome.• To support the Front of House team and our audiences by providing security guard services, support as a First Aider when required, and other services that can be reasonably expected of this role, such as housekeeping and maintenance, as directed by the Duty Manager.• To thoroughly understand and play an active role in the Marlowe's Fire, Security, and Emergency Action Plans• To support the Duty Manager in fulfilling the requirements of the Theatre Premises License• To drive your own career and skills development, making the most of the opportunities made available to you.• To work in a safe and legal way to comply with regulatory and legislative requirements.• To live and represent the Marlowe's values.

REQUIRED ATTRIBUTES	
Required Qualities	The Marlowe’s core values are to be authentic, supportive, resilient, collaborative, inclusive and passionate in everything we do.
	We actively seek to represent the diversity of our society.

	<p>To live our values, our Front of House Assistant (Security) should be:</p> <ul style="list-style-type: none"> • A friendly and customer focused team player • Flexible in their approach to different working styles • A great communicator with initiative and a positive approach to problem solving
Knowledge	<ul style="list-style-type: none"> • Good understanding of relevant legislation.
Skills	<ul style="list-style-type: none"> • Excellent customer care and communication skills • Excellent problem-solving skills • Strong ability to adapt to change in working priorities • Good interpersonal skills • Basic practical maintenance and cleaning skills
Experience	<ul style="list-style-type: none"> • Experience of working in a customer facing role, delivering great customer service.
Qualifications	<p>We value education and GCSEs in Maths and English at Grade 4 or above are desirable for this role. We will however consider applications from suitably skilled and experienced candidates without a qualification.</p> <ul style="list-style-type: none"> • SIA Door Supervision Licence • BIIAB Level 2 Award for Working as a Door Supervisor in the Private Security Industry or equivalent • First Aid in the workplace <p>The above qualifications are necessary for this post, and we will provide the relevant training to suitably skilled and experienced candidates that do not currently have them.</p>

JOB DIMENSIONS	
Annual budgetary amounts	0
Number of staff reporting to the job holder	0
Any other relevant statistics/information	Post subject to DBS basic check.

WORKING ENVIRONMENT
<p>Must be able to fulfil the physical demands of the post</p> <p>The role requires regular evening and weekend working. Potential for overnight working.</p> <p>The Marlowe Trust is open to flexible working so talk to us about how you think you can best deliver this job and about your flexible working needs.</p> <p>The Marlowe's performances happen mostly in the evenings and at weekends. In order to deliver the best service to our customers, all of our posts, whether</p>

frontline, strategic, planning or support roles, require some evening and weekend working.

ORGANISATION CHART

See attached

February 2025