



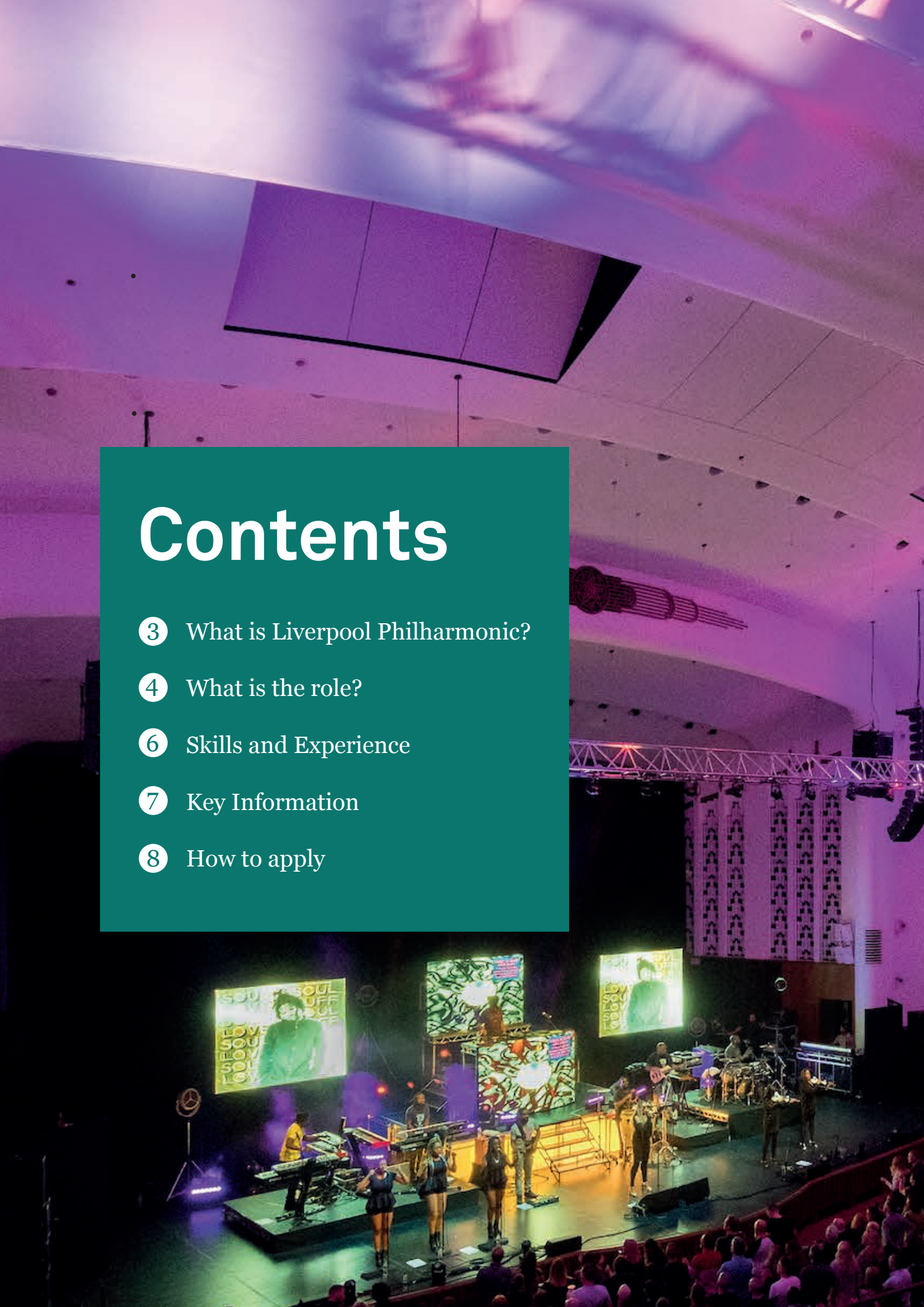
LIVERPOOL PHILHARMONIC
PHILHARMONIC HALL

Stage Door Receptionist

Candidate Information
September 2022

Contents

- ③ What is Liverpool Philharmonic?
- ④ What is the role?
- ⑥ Skills and Experience
- ⑦ Key Information
- ⑧ How to apply



What is Liverpool Philharmonic?

Liverpool Philharmonic enhances and transforms lives through music.

At the heart of our work is the critically-acclaimed Royal Liverpool Philharmonic Orchestra (the UK's oldest) and Choir; an extensive programme of participatory work with young people and others across our community; and presentation of almost 400 concerts and events each year at our home, Liverpool Philharmonic Hall.

Liverpool Philharmonic is rooted in our city

We are central to Liverpool's cultural offering, being the largest music organisation and one of the largest cultural organisations in the city, employing over 240 people. As well as our work in Liverpool our Orchestra represent the city with performances and broadcasts across the UK and around the world.

The city's young people are a central focus of our work. Our In Harmony programme provides an intensive, daily music-making programme for over 1500 children in Everton and Anfield, North Liverpool, and we run more than 5,000 workshops and events in community settings for all ages across the City. The Liverpool Philharmonic Youth Company provides a range of opportunities for music making for young people, including the Liverpool Philharmonic Youth Orchestra, Liverpool Philharmonic Youth Choir, Children's Choirs, and Rushworth Young Composers programme.

We work in partnership with the Mersey Care NHS Foundation Trust delivering programmes which support people in the Liverpool city region living with a range of mental health needs.

Liverpool Philharmonic is committed to diversity and inclusion

We work hard to reach right across our community through our learning work, and concert programme.

We attract world class artists to perform at Liverpool Philharmonic Hall and our small venue, Music Room, with a diverse programme of performances ranging from classical, contemporary, rock, pop, folk, roots, and jazz to comedy, film and spoken word. We work with many organisations and cultural partners in the City to ensure that the artists and performances we put on stage, and the audiences we attract truly represent our community.

And we are working hard to ensure that our workforce is as diverse as possible.

Liverpool Philharmonic reaches more people than any music organisation outside London.

Over
350,000

people attend Liverpool Philharmonic concerts each year.

73,000
young
people

participate in our Youth Company and associated ensembles, attend concerts or take part in our In Harmony programme.

Around
900,000
people

in 92 countries listen to our recordings each month on Spotify, more than any UK orchestra outside London.

Over
12,000
people

have benefitted from our music and mental health programme over the last 13 years.

What is the role?

• What is the role?

- **Title:** Stage Door Receptionist
- **Reports to:** Visitor Experience Manager
- **Location:** Liverpool Philharmonic Hall and external venues as required
- **Contract:** Minimum 25 hours per week (subject to post holder availability)
- **Salary:** £9.90 per hour, the real living wage

• 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 reception function. You'll be confident working independently for long periods and be a confident communicator, working with a wide range of people.

• General 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 monitor external areas of the building using the CCTV system and to report any instances of suspicious behaviour to the Incident Controller. In some cases this may involve logging reports with the Police.
- To understand and undertake designated safety responsibilities in the event of a fire alarm activation or 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 Duty Manager or 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:**

- To support the Head of Visitor Experience in the promotion of a positive and proactive safety culture in the department.
- 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 or Head of Visitor Experience.

Person Specification

• Experience

Criteria	Essential	Desirable
Customer service or hospitality qualification.		★
Current emergency first aid certificate.		★
Experience of providing an exceptional level of customer service in a demanding fast-paced environment ideally, but not necessarily, gained within a venue environment.	★	
Fluency in the English language and excellent communication skills, with a confident ability to engage with both individuals and groups.	★	
Experience of working efficiently under pressure in a busy, multi-faceted role.	★	
Excellent telephone manner and experience using call handling systems.	★	
Knowledge of visitor management procedures.		★
Proficient in the use of Microsoft Office, including Word, Excel and Outlook.	★	
Experience of emergency alarm systems and assisting with emergency procedures.		★

• Knowledge, skills, and personal attributes

Criteria	Essential	Desirable
Empathetic and responsive approach, with good listening skills, always seeking a positive resolution to queries and problems.	★	
An ability to remain calm, positive and professional under pressure in a public-facing role.	★	
Self-motivated and able to work alone, whilst being comfortable working as part of the wider team.	★	
An interest in and enthusiasm for music and live performance and the work of the Liverpool Philharmonic.	★	
Multitasking and time-management skills, with the ability to prioritise tasks.	★	
Solid written and verbal communication skills.	★	

Key Information

- **Salary**
£9.90 per hour, the real living wage
- **Hours of work**
This is a variable hour contract. We will aim to allocate a minimum of 25 hours per week where possible, with any additional hours paid extra at £9.90 per hour. The allocation of 25 hours is subject to your availability. If you have put yourself unavailable to work when we require you, it may mean that the hours available will be less than 25.

Liverpool Philharmonic operates all year-round including bank holidays. As such, regular evening and weekend work is an essential aspect of this post. Shift times often start early in the morning or end in the early hours when public transport is not available. Therefore, the ability to travel to and from work at times when public transport is not running is an essential part of the role.
- **Holidays**
As this is a variable hours post, you will accrue holiday at a rate of 12.07% of hours worked. Holiday pay can be taken as agreed by the Visitor Experience Manager.
- **Pension**
Liverpool Philharmonic operates a Group Personal Pension Scheme whereby employees can elect to join and enjoy employer contributions. In accordance with the Pension Act 2008, all qualifying employees are to be auto enrolled into the Group Personal Pension scheme. Liverpool Philharmonic makes a 3% contribution based on a 5% contribution by the employee.
- **Sickness payments**
Liverpool Philharmonic has a sickness absence policy and payments during sickness absence will be made in accordance with the policy. Details of the policy are available on request.
- **Car allowance**
A car allowance will be paid in respect of approved business journeys. The allowance is currently 40 pence per mile.
- **Other expenses**
Other expenses necessarily incurred arising from the performance of duties of the job will be paid, subject to clearance by the relevant line manager.
- **Whole time service**
During your employment with Liverpool Philharmonic, you must not, without written consent from the Chief Executive, undertake any outside work, paid or unpaid. Work of a literary or artistic nature is excluded from this condition, provided it does not create a potential conflict of interest.
- **Period of notice**
The notice period for the termination of the contract of employment will be 1 calendar month.

How to Apply

You are required to complete our **Equal Opportunities Monitoring Survey**. Please [click here](#) to complete this.

Please [click here](#) to submit your application.

You will be required to input your personal details and to attach the following documents:



Your CV (that does not include any personal details such as your name, date of birth, gender, address or phone number)



A maximum of 500 words detailing how you meet the requirements of the job (that does not include any personal details such as your name, date of birth, gender, address or phone number)

If you require any support with this process, please contact recruitment@liverpoolphil.com

Applications are due by **5pm on Friday 7th October 2022**. No applications will be accepted after this time.

All applicants must have the right to work in the UK.

Interviews

Short-listed candidates will be invited to attend an interview at Liverpool Philharmonic Hall. **Interviews will be held w/c 10th October 2022.**

Equal Opportunities Statement

Liverpool Philharmonic is committed to striving to represent modern Britain in all its diversity. Liverpool Philharmonic is committed to equality of opportunity and welcomes applications from all suitably qualified candidates, irrespective of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex or sexual orientation. In seeking to be representative of the Liverpool city region, applications from members of minority ethnic groups are particularly welcome as they are currently underrepresented within the creative industry. The appointment will be made on merit with independent assessment, openness and transparency of process.

LIVERPOOL PHILHARMONIC

Royal Liverpool Philharmonic
Liverpool Philharmonic Hall
Hope Street
Liverpool L1 9BP

Box Office: 0151 709 3789

The work of Liverpool Philharmonic is supported by:



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



Liverpool
City Council

**Culture
Liverpool**