



WOLVERHAMPTON
GRAND
THEATRE

RECRUITMENT PACK

#MAGICOFTHATRE

FOREWARD FROM THE CHIEF EXECUTIVE AND ARTISTIC DIRECTOR

Wolverhampton Grand Theatre has been at the heart of the local entertainment scene since 1894 and has helped to create a lifetime of memories for many people. By joining our team, you will play your part in contributing to the rich history of one of Wolverhampton's most landmarks.

The Grand Theatre's ambition, vision, and determination to achieve great things are some of the factors which enable us to attract the very best talent to our team. The genuine excitement and belief which permeates through the theatre makes for a very exciting and enjoyable creative environment in which to work.

The beautiful Grade II Listed Victorian auditorium has 1200 seats and attracts almost 300,000 patrons per year as we present a wide range of major West end and National productions. These include; drama, musicals, ballet, dance, opera, variety, children's shows, and of course pantomime, where we attract audiences from across the whole of the Midlands region and beyond. We enjoy a reputation for high quality performances and impeccable levels of customer service.

The Grand Theatre, affectionately known as 'The Grand', continues to expand and excitingly in recent years has returned to producing. In house productions were an integral part of the theatre's programme from 1894 right through to the late 1970's. Now this great tradition of creating theatre for the people of the Midlands will once again continue well into the future.

THE CULTURE

The grand is a registered charity and is also a very successful and significant entrepreneurial company with an intense desire to constantly grow the business, an inherent sense of urgency, rapid decision making, and an 'open door' management approach.

Employees are passionate about the theatre, united in giving customers a fantastic and magical experience, whether they are attending the theatre to experience a performance, attending one of our many exciting events or participating in our extensive community and educational programmes.

Creating theatre every night involves huge dedication and hard work from a highly skilled multi disciplinary team of creative professionals and immensely talented support staff.

To describe the culture of The Grand in a few words;

We are a dynamic workforce who are energised and motivated to achieve our goals. We encourage collaboration between departments with a strong emphasis on working together to achieve success.

THE HIGHLIGHTS

The role of Security and Concierge reports directly to the **Security Manager**

The hourly rate for this temporary role is **£15.20**, and the contract is **zero hours** basis for a period of 4 months.

This role is based at the Wolverhampton Grand Theatre, Lichfield Street, Wolverhampton, WV1 1DE.

YOUR NEW ROLE

Predominantly working evenings and weekends, in your new role of Security and Concierge at the Wolverhampton Grand Theatre, you will provide a high standard of customer service and will assist with the creation of an exciting, welcoming and friendly environment for theatre patrons.

PRINCIPLE DUTIES & RESPONSIBILITIES

Customer Service

- To be familiar with all parts of the Grand Theatre, its public facilities and services in order to assist patrons as necessary. To be on duty in the main entrance foyer to welcome and direct patrons.
- To be the welcoming face of the theatre, ensuring that bag and ticket checks are conducted in a friendly and professional manner.
- Assist patrons with access requirements, including wheelchair users, visitors with sensory impairments and those requiring additional support, ensuring an inclusive and welcoming experience for all guests.
- Respond professionally to customer enquiries, concerns and minor complaints, resolving issues where appropriate and escalating matters to the Duty Manager when required.
- Provide support for VIP visits, corporate events, press nights and special performances, maintaining high standards of professionalism and confidentiality.
- Act as an ambassador for the Grand Theatre, promoting upcoming events, memberships, fundraising initiatives and visitor services where appropriate.

Security & Venue Protection

- To be trained to SIA Door Supervisor or Close Protection level and be responsible for the security of the Front of House areas during performances.
- To remain in and around the foyer area during performance time, unless otherwise directed, to ensure that no unauthorised persons enter the building. Periodically checking all Front of House areas of the building and to act as security for bars and sales outlets.
- To ensure the Grand Theatre's premises licence is upheld and alcohol and any other prohibited items being brought in from outside are safely and discreetly confiscated and destroyed as appropriate.
- To ensure all suspicious behaviour is reported to the Duty Manager and reported via our internal mechanisms.
- Undertake the control and removal of persons from the auditorium and any other part of the building, when necessary, in conjunction with the Duty Manager and staff.
- Ensure the external doors are monitored during performances following Theatre procedures.
- When required operate and monitor security systems including CCTV, radios, access control systems and emergency communication equipment in accordance with Theatre policies and GDPR requirements.
- Conduct and support security screening, patrols and protective security measures in line with Theatre's risk assessments, venue security plan and requirements of the Terrorism Act.

PRINCIPLE DUTIES RESPONSIBILITIES

Safeguarding, Safety & Emergency Procedures

- Complete accurate incident, accident and near-miss reports in accordance with Theatre procedures and within required timescales.
- Be vigilant to safeguarding concerns involving children, young people and vulnerable adults and report concerns in accordance with Theatre safeguarding procedures.
- Ensure that gangways, corridors, staircases, exit doors and passageways are clear from all obstruction both internally and externally.
- Ensure that at the end of performances the auditorium is cleared and checked with particular regard to fire safety before locking all doors.
- To be completely familiar with the emergency evacuation procedure and to attend emergency practice drills and training sessions as required, both in the contexts of fire safety and counter terrorism.
- Assist with the provision of First Aid following appropriate training.

Front of House Operations

- Ensure that all public areas such as the foyer are kept clean during performances, picking up any litter and vacuuming carpets as necessary.
- To remain on duty in prominent positions until all the general public have left the building and Front of House lock up is completed.
- To assist with any deliveries of goods, items such as confectionary, programmes, ice creams and advertising materials and to distribute such deliveries to their correct storage places as required for operational support during your shift.
- Changing Front of House posters and visual material as required.

Teamwork, Training & Compliance

- Work collaboratively with Visitor Experience, Box Office, Technical, Catering and Security teams to ensure the safe and efficient operation of all events.
- To be familiar with and comply with the Grand Theatre policies and procedures.
- Attend regular staff training sessions as and when required.
- To undertake these duties with an awareness of and in compliance with, the Grand Theatre's equal opportunities and Health and Safety policies.
- To liaise with your line manager in a regular review of this job description so that it adequately reflects the changing needs of the service.
- To undertake any other such relevant duties as directed by the Head and Deputy Head of Visitor Experience, and your Duty Manager on performance-based shifts.
- To carry out any other duties which are commensurate to the post.

KNOWLEDGE & SKILLS YOU WILL NEED TO SUCCEED

- Previous experience in a security, concierge, visitor experience, customer service, or hospitality role.
- SIA Door Supervisor licence.
- Strong conflict management and de-escalation skills.
- Experience working in busy public-facing environments.
- Knowledge of fire safety procedures and evacuation processes.
- Ability to remain calm under pressure and make sound decisions.

PERSONAL QUALITIES WE WOULD LOVE YOU TO HAVE

- Excellent customer service and communication skills.
- Calm and professional approach under pressure.
- Strong observation and situational awareness.
- Ability to diffuse conflict appropriately.
- Commitment to equality, diversity and inclusion.
- Ability to work evenings, weekends and public holidays.
- Team player with a flexible approach to duties.
- Commitment to continuous professional development and training.

WHAT YOU WILL GET IN RETURN

- Enhanced employer contribution to your pension if you meet the eligibility criteria. We will match your contributions up to 4%.
- 30 days holiday increasing to 33 with length of service (including bank holidays)
- We want you to love theatre as much as we do so you can request six free tickets** per year and one free booth** (**subject to availability and exclusions apply), and additional ticket offers throughout the year.)
- A 25% discount from the bar and booths on every visit.
- Staff wellbeing events throughout the year.
- An annual Staff Awards ceremony to celebrate employees who have gone above and beyond as nominated by you.
- A chance to participate in Employee Satisfaction feedback on an annual basis.
- Staff parties twice a year.
- Long service awards.
- Mental Health First Aiders points of contact.
- Employee volunteering opportunities.
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EQUALITY, DIVERSITY & INCLUSION

We are committed to equal treatment and opportunities for all our people and believe in building a diverse and inclusive organisation that represents our communities and generates the best outcomes for consumers, customers and stakeholders.

IF YOU THINK THIS GREAT OPPORTUNITY IS FOR YOU, THEN APPLY TODAY!

If you can see yourself in this role, please send a CV and covering letter to Lauren.Seward@grandtheatre.co.uk form by 4 October 2026.

This vacancy may close earlier than the stated deadline if a suitable number of applications are received.

If you've found our job opportunity interesting but you don't meet all of the requirements, it's still worth applying. We would love to hear from you!



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