



New vacancy

MAST is a multi-art form venue presenting and producing theatre, dance, music, comedy, spoken word and family shows. We work with the best touring companies and local artists to present a diverse, vibrant, high-quality artistic programme, alongside our own MAST productions and co-productions.

We are looking for a Casual Security and Reception Assistant to join our busy and friendly Building & Facilities team at Mayflower Studios.

Security & Reception Assistant (casual contract)

You will:

- Be responsible for unlocking/locking the building and monitoring the CCTV
- Provide excellent customer service to visitors to Reception, welcoming them in a polite and professional manner and ensuring they are guided appropriately.
- Assist in providing a safe & secure environment throughout the building.
- Ensure visitors are aware of the organisation's relevant safe practices whilst visiting.
- Support the administrative tasks of the department.
- Support customers with booking enquiries and operate the shop /merchandise counter as appropriate.

Ideally you will have experience of:

- Security & fire alarms (including CCTV monitoring)
- Reception/customer service
- Security in a public venue
- ACT and SCan protocols

Qualifications and skills required:

- Excellent communication skills both verbal and written
- Customer service skills
- Good computer skills

Job Description

Job purpose:

To be responsible for unlocking/locking the building and monitoring CCTV. To provide excellent customer service to visitors, welcoming them in a polite and professional manner and ensuring they are guided appropriately. To ensure visitors are aware of the organisation's relevant safe practices whilst visiting. To Assist in providing a safe & secure environment throughout the building. To support the department with administrative tasks.

Main duties and responsibilities:

- Welcome visitors to reception, escorting them to their destination or ensuring they are met by appropriate Studios or visiting company personnel, and take responsibility for the security of these areas.
- Answer and distribute incoming calls on behalf of the company in a professional and efficient manner.
- Be responsible for unlocking/locking the building, sign in contractors, Issue Permits to Work and issue access passes.
- Monitor and respond to building alarms (e.g. Disabled toilet, disabled refuge, panic and fire alarm panel)
- Be responsible for relaying accurate fire alarm information to Duty Mangers during performances, ensuring Double knock is active at appropriate times.
- Have security awareness, to be familiar with the ACT and SCan security protocols awareness in public spaces and venue.
- Monitor live CCTV and report any incidences to the Duty/Technical/Building & Facilities Manager as appropriate.
- Take an active role in emergency evacuation situations communicating effectively with all departments as necessary.
- Ensure the Studio's incoming mail is handled efficiently and effectively.
- Support the department with administrative tasks as required.
- Use and update Yes Plan as required.
- Print all new Staff ID cards and Membership Cards, as requested.
- Monitor activity specified routes within the building, noting any areas of concern and ensuring correct procedures are promptly followed.
- Take various messages, gifts etc. and pass them on to the appropriate person in a timely and where necessary, discreet manner.
- Following all safety and security policies and procedures. Including Bag search and public/audience safety procedures.
- Provide occasional box office cover and support. Use Tessitura to sell tickets and answer customer enquiries related to their orders.

Qualifications/education required:

Excellent telephone manner

Good communication skills

Experience required.

Customer service experience.

Some building security knowledge in public venue.

Working unsociable hours including evenings, weekends & bank holidays

Specialist training required.

Microsoft Office products experience

Assertiveness

SIA (preferred but training may be supported) Door supervisor.

CCTV awareness training

ACT (anti-Terrorism awareness training)

SCaN (See Check and Notify) Security awareness training.

This is a casual contract, hours of work are not guaranteed but will be varied and will include evening and weekends, flexibility is essential. The hourly rate is £10.50 per hour.

How to apply:

Full details including job description can be [found here](#).

If you have any questions, please do not hesitate to contact the People and Culture Team.

If you are interested and would like to apply please [click here](#).

We are committed to ensuring a fair process for all candidates from diverse backgrounds.

Please [see our website](#) for more details.

If you have any additional requirements to complete your application, please contact the P&C Team at recruitment@mayflower.org.uk or on 02380 711800 ext. 0.