



JOB DESCRIPTION

Job title: Reception & Venue Security Assistant

Department: Facilities & Security

Reporting to: Deputy Facilities & Security Manager; Mayflower Studios

Liaise with: Visitors, customers and staff.

Grade: Staff

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

- 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 Managers 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 Deputy Facilities & Security Manager / Duty Technician / Duty 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.

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.

For roles that require a DBS check

Mayflower is committed to safeguarding - protecting children and adults at risk. As such, any roles involving any type of regulated activity with children and adults at risk are subject to a safer recruitment process, including Enhanced DBS clearance before taking up the role along with the collection of references. We ensure that we have a range of policies and procedures in place which promote safeguarding, diversity & inclusion and safer working practice across Mayflower.

Signed:

Date