



LIGHTROOM

DOOR SUPERVISOR JOB DESCRIPTION

Salary:	£13.24 per hour
Terms:	Multiple contracts available ranging in weekly contracted hours
Hours:	Flexible based on availability
Holiday:	Calculated pro-rata
Reports to:	Venue Manager, General Manager
Location:	Lightroom, 12 Lewis Cubitt Square
Deadline:	Rolling deadline.

Should you wish to have a conversation with one of our recruitment team before making your application, please contact Sam via recruitment@lightroom.uk who will happily support.

ABOUT LIGHTROOM

Lightroom is a new permanent projection-based arts venue, opening in Kings Cross, London in early 2023. Created through the joint venture between 59 Productions and London Theatre Company, Lightroom will create new experiences for audiences.

ABOUT THIS ROLE

Lightroom is looking for an experienced team of security to join our in-house team.

As part of the security team, you will assist the Front of House team in Lightroom's day to day security operations, ensuring the safety and security of the building, patrons and staff. This role will have elements of customer and non-customer facing responsibilities. Part of the role will be working on the main doors and within Lightroom itself.

You will play a key part in ensuring our customers are made to feel welcome and secure, often being one of the first faces our customers see, therefore ensuring that each person receives a warm welcome will be a part of your role, as well as ensuring good customer service is adhered to when you come into contact with customers as part of your shifts throughout the week.

Shifts will be available Monday-Sunday each week with some daytime and some evening work.

This role is for someone who has the right qualifications and is looking to join an exciting, fast paced role.

DUTIES AND RESPONSIBILITIES

- To be responsible for Lightroom's day to day security operations
- To conduct bag searches of patrons entering the building
- To ensure customers and visitors are directed to the appropriate area of Lightroom, and to be warm, engaging and friendly when welcoming customers
- To ensure the safety and security of the building (both back of house and front of house)
- To undertake perimeter checks
- To respond to any escalating security incidents
- To assist Duty Managers and the Front of House team in safety procedures including safe and effective evacuation and invacuation in the event of an emergency situation
- To liaise and coordinate with the security team of Argent (landlord) and surrounding businesses when required
- To ensure fire exits are operational and well maintained
- To ensure Physical Intervention and new Security Industry Authority training is up to date
- To monitor levels of security and to be in communication with Duty Managers with any concerns
- To create daily reports of the security shift in progress
- To deal with enquiries made by the public or staff and to maintain a visible profile throughout the shift you have been assigned
- To respond to incidents and emergency situations, such as first aid and security incidents and acting when appropriate
- To undertake any other tasks as required of you by the Duty Manager
- To log any incidents that may occur, ensuring they are recorded accurately and reported to the correct people
- To have an understanding of the needs and requirements of the people within Lightroom
- To be knowledgeable about Lightroom, it's directors and programming schedule
- Thoroughly understand the workings of the Fire Panel and emergency evacuation procedures and to be able to act in accordance with these procedures at all times
- To relay information effectively and efficiently regarding any reports of incidents, defects or external situations
- Controlling and maintaining the security of access fobs/keys which must be signed in and out
- Monitoring the CCTV cameras, reporting any problems or concerns to management and ensure that any alarms are responded to within the venue immediately
- To undertake any other reasonable duties as requested by management

PERSON SPECIFICATION

Essential

- Valid and in date S.I.A Door Supervisor Licence
- Excellent interpersonal and communication skills
- Experience workings in a public facing environment
- A thorough understanding of security risk assessments and security management
- A familiarity with safety procedures
- Excellent customer service skills
- Well presented
- To have sound judgement and a proactive approach to conflict resolution

Desirable

- Experience working in an arts venue

- An interest in the arts sector
- Experience working with high profile guests
- First Aid qualification

HOW TO APPLY

To apply, please send a CV and covering letter to recruitment@lightroom.uk. Your covering letter should detail how you meet the criteria within the person specification and why you would like to be considered for the role.

We also kindly request that you fill in an [Equal Opportunities Monitoring Form](#) either via this link or the web page.

If you wish to reach out for an informal conversation about the nature of the role, please contact our Stage Door team via 020 3030 5321 who will direct your call accordingly.

Should you require any special assistance with your application, please reach out via email to recruitment@lightroom.uk or call 020 3030 5321.

We look forward to receiving your application.

We are an equal opportunities employer and value diversity. We encourage applicants from different backgrounds and different experiences.