



C Entertainment Theatres Limited
A 12 Palace Street, London, SW1E 5JA
T 020 7592 0302
W www.theotherpalace.co.uk

Job Description

Job Title: Security Officer
Hours: Casual – 0 hours
(Weekend and evening availability is a must)
Salary Band: £14.89 per hour
Reports To: Front of House Manager

Application Information:

To apply please send your up-to-date CV and a cover letter outlining why you are suitable for the role by email to careers@theotherpalace.co.uk Please include your current notice period (if any) and when you would be available to start.

Please note the deadline for applications will be Wednesday 3rd December at 12 noon, we are looking for candidates to start as soon as possible and will be interviewing prior to the deadline date.

Main Purpose

The Other Palace is looking for a motivated and enthusiastic Security Officer to help ensure the venue, its patrons, visiting companies and staff remain safe at all times. Under the Direction of the Front of House Manager, the key elements of the role include:

- To complete regular security walks around the building throughout each shift, ensuring there are no safety or security risks in and around the building. Including but not limited to: checking all entrances/exits are secure and clear of obstructions, checking for hidden or left luggage within public areas (including toilets), checking the perimeter of the building and reporting anything suspicious.
- To manage access to the site during performance times, in line with the venue license.
- To complete Bag Searches and Ticket Checks prior to allowing entry to the venue, ensuring no dangerous or prohibited items are being brought into the building.
- Ensure you are knowledgeable about the performances and events within the building, and therefore able to provide excellent customer service by aiding customers with queries and/or directions.
- To respond to all emergency situations as requested by the Duty Manager, including but not limited to: disturbances in the main house, studio and bar.
- To produce accurate and timely incident / accident reports for the Theatre Management to store according to GDPR.
- Active SIA Door Supervisor License holder essential
- Experience and ability to manage conflict essential
- Previous retail / venue security experience 1+ years desired
- Must be well presented with excellent communication skills
- Ensure all health and safety policies and procedures are being adhered to at all times.
- Ensure the building license is being adhered to at all times.
- Monitor the fire panel once the shows are in progress, ensuring that should the alarm be triggered, all Duty Management on site are notified of the relevant location via the radio.
- To aid with invacuation / evacuation policies and procedures

Personal Development:

- Ensure personal mandatory training is up to date
- With the help of the Front of House Manager, review own work against the requirements for the role and identify any development areas
- Alongside the Management Team, identify areas where the department can expand and improve, taking on additional training and developing new skills required for department expansion.

Registered Office: BKL House, 1 Venice Walk, London, W2 1RR
Entertainment Theatres Ltd. trading as The Other Palace.
Registered in England No. 07635832. VAT Registered No. 395909047.



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General Information

The Other Palace is operated as part of Bill Kenwright Ltd. One of the largest commercial theatre producers in the UK. The Other Palace is a lively, friendly, and inventive venue in London Victoria, featuring a 312-seat main theatre and a 120-seat studio theatre as well as a bar and restaurant. The venue is a place where the next generation of theatre-makers are encouraged, supported, and celebrated with a particular emphasis on new musical theatre. In October 2021 The Other Palace was acquired by Bill Kenwright Ltd from Andrew Lloyd Webbers LW Theatres Group. The venue both produces its own productions as well as hosting and supporting new writing, new musicals, workshops, and engagement activities. Having previously been leased to outside caterers, this new venture sees the Restaurant being opened in house for the first time under the management of Bill Kenwright LTD. This is a unique opportunity to be involved in the start-up of our restaurant, helping to shape and nurture this empty space into a hub of the venue and become part of the 'event' in its own right.

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