



LEEDS PLAY HOUSE

SECURITY OPERATIVE

Recruitment Pack

If you require this Recruitment Pack in a different format, please contact the HR & Learning team on 0113 213 7280 or recruitment@leedsplayhouse.org.uk



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



**THE LIZ & TERRY BRAMALL
FOUNDATION**



QUARRY THEATRE
850 CAPACITY



BRAMALL ROCK VOID
100 CAPACITY



COURTYARD THEATRE
420 CAPACITY

QUICK FACTS

3 THEATRES

5 MAIN REHEARSAL & STUDIO SPACES

c175,000

AUDIENCE PER YEAR

OVER 19,500 PEOPLE

CONNECTED THROUGH PLAYHOUSE CONNECT

10M

TURNOVER

+

THIS **SHORT FILM** WILL
HELP YOU UNDERSTAND
WHAT WE'RE ALL
ABOUT.

- Restaurant and café
- Two bars
- Conferencing and events
- Public gallery space
- Dedicated space for young people

leedsplayhouse.org.uk

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WHO WE ARE

Leeds Playhouse has been one of the UK's leading producing theatres for 55 years. We are an award-winning cultural hub, a place where people come together to share stories, spark creativity and experience world-class theatre in the heart of Yorkshire.

At the heart of our purpose is a belief in the transformative power of theatre. We are driven by a social mission – to create work that speaks directly to the people of Leeds, reflects their lives, and opens up new possibilities for everyone who calls this city home. Our productions, projects and partnerships are rooted in the belief that culture should be accessible to all, and that theatre can be a catalyst for change.

The Playhouse has a proud history of inclusive practice, community connection and civic responsibility. We work closely with people across our region to ensure our work is representative, relevant and resonant. Our commitment to inclusivity is embedded in everything we do, from our artistic programme to our participation work and building design.

This warm, open approach has been recognised nationally. In 2022, **Leeds Playhouse** was named **Most Welcoming Theatre** at the **UK Theatre Awards**, a testament to our commitment to creating an accessible, inclusive and creative space at the heart of the Leeds City Region. Our productions continue to receive national acclaim, including the Olivier-nominated *Animal Farm*. For three consecutive years, Playhouse performers have won **Best Performer in a Musical**, and in 2024 our production of *Oliver!* was named **Best Musical**.



THE ROLE

We are recruiting for a collaborative, customer focused, approachable individual to join our security team in the role of Security Operative.

You will build positive working relationships with all other Playhouse departments, from our Front of House to Technical teams; use your training as an SIA qualified security professional; apply your Fire Marshall training and provide supportive, co-operative and inclusive customer service.

Your help and expertise will ensure that all our visitors and staff from all walks of life feel safe, at home and welcome across all three of our buildings.

Members of the Security team are present during all opening hours. They ensure that all fire regulations are adhered to and are First Aid trained to be on hand for any emergencies.

We're looking for someone who will work brilliantly with the rest of the team with the know-how and imagination to enable the Playhouse to continuously raise the bar in all that we deliver.

You will be proactive, with a great attention to detail and love interacting with people from a wide cross section of society. This is a customer-facing role, and the successful applicant will be one of the key faces to our regular customers and other people who use our buildings.

The Playhouse operate three buildings, all within a stone's throw of each other, the main building in Quarry Hill, Playhouse 2 (St Peters building) on St Peters Square and our warehouse at St Patrick's Church, Rider St.

DUTIES AND RESPONSIBILITIES

THE MAIN DUTIES AND RESPONSIBILITIES OF THE ROLE ARE:

OPERATIONAL

- Carry out building patrols and checks, both internally and externally, including daily pre-show checklist, Health & Safety and other matters needing attention or escalation.
- Report and attend to any urgent issues, escalating to the Building Operations and Facilities Manager, Assistant Manager or the Duty Manager, as appropriate.
- Log maintenance issues for the attention of your manager, or maintenance team.
- Work with other frontline teams, displaying a genuine passion for hospitality, leading by example.
- Patrol the building whilst on duty to monitor and maintain the safety of all visitors, staff and Playhouse property.
- Uphold existing high standards of customer care practices by providing an accurate, informed and pleasant welcome to all staff and visitors.
- Be well-informed about all activities in the building.
- Assist the Duty Managers and other frontline staff in dealing with difficult or aggressive members of the public in an appropriate manner.
- Support the Facilities Operative and events teams with any furniture set ups in the building as required including meeting rooms, front of house spaces (the areas the public generally have access to) and any other tasks requested of you.
- Take a proactive approach to ensuring the clean and tidy presentation of the public areas alongside all other frontline staff including e.g. emptying of front of house bins or cleaning up fluid spills.
- Assist in receiving and checking deliveries.
- Manage the distribution and operation security of all keys and access and alarm fobs for staff and visitors.
- Ensure the Playhouse buildings are locked and secure with alarms set at the end of each day.

- To take an active part in communicating and co-operating with other staff and departments.
- To take part in such working groups and committees as required for the fulfilment of departmental or company aims as agreed with your manager.

LEGISLATION AND POLICIES

- Support the theatre's maintenance team by carrying out basic routine maintenance work as required (training will be provided as needed).
- Assist in maintaining a clear and effective lost property system.
- To be knowledgeable in the operation of the building's CCTV system (training will be provided if required).
- To be a key holder for the building, who may be contacted in the event of fire or intruder alarm activation out-of-hours.
- Assist in the event of a building evacuation (training will be provided).
- Act as the Duty Fire Marshall during performances, carrying out pre-show checks and walk rounds, attend, and record staff fire drills and resolve any issues that may restrict the smooth evacuation of the building (training will be provided if required).
- To be able to operate in a discreet and confidential manner, when handling sensitive information and assisting with investigations without overpromising confidentiality and reporting concerns in line with duty of care and Playhouse policy.
- To work in accordance with the Data Protection Policy, Equal Opportunities policy, Safeguarding Policy, IT and Telecoms Policy, and all relevant policies and procedures as set out in the Staff Handbook. You will also work in support of Playhouse anti-racism initiatives.
- To be aware of and comply with rules and legislation pertaining to Health & Safety at work.
- To be aware of, and comply with, policies and procedures pertaining to the safeguarding of children and young people, and adults at risk of harm and abuse.

GENERAL RESPONSIBILITIES

- Adhere to and implement the guidelines, procedures and policies for the company as detailed in the staff policies.
- Play a role in the life of the company and to work across departments to develop a positive and engaged organisational culture.
- Work with Playhouse Connect to open up the theatre's creative processes to a wider range of communities, including people engaged in learning.
- Be aware of, and comply with, rules and legislation pertaining to Health and Safety at work and to abide by the procedures as set out in the Health and Safety Policy of Leeds Playhouse.
- To have a positive attitude to environmental issues. To have a pro-active role in the development and action of environmental policy and procedures relevant to the Playhouse as a whole and within your team.
- To have a positive attitude to and willingness to engage with and seek continual improvement in areas of inclusion and anti-racist practice at Leeds Playhouse, including our Plan for Change and Action for Change development initiative.
- To be willing to undertake training and development as required.

ANY OTHER DUTIES

The duties and responsibilities set out are not exclusive or exhaustive. The post-holder may be required to undertake other reasonably determined duties and responsibilities within the organisation which are appropriate with the level of the role without changing the general character of the post. The post-holder would be given appropriate training and equipment to carry out any duties of this kind.

KEY RELATIONSHIPS

The role of Security Operative is part of the Building Operations and Facilities department.

You will be line managed by the Building Operations and Facilities Manager, and work closely with the Security Supervisor.

KEY INTERNAL RELATIONSHIPS

- Building Operations and Facilities Manager
- Building Operations and Facilities Assistant Manager
- Security Supervisor
- Other Security Operatives
- Duty Managers and Front of House team
- Enterprises department (Food & Beverage and Conference Events)
- Housekeeping staff
- Box Office staff
- Production teams
- Playhouse Connect team
- Maintenance team
- Human Resources & Learning team

KEY EXTERNAL RELATIONSHIPS

- Building users
- Suppliers
- Customers
- Police
- Fire department
- Leeds City College Security
- Key holding companies
- Leeds City Council Anti-Social Behaviour team

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

If you do not demonstrate that you meet all these criteria, you may not be shortlisted.

- Hold an SIA license for Door Supervisors.
- Experience of delivering exceptional customer service.
- Experience of communicating with a wide range of customers and internal colleagues confidently and effectively.
- You can evidence how you work calmly and effectively in stressful situations.
- Significant experience of operating in a team.
- Experience of using your initiative and prioritising during busy periods.
- Experience of identifying and resolving problems efficiently.
- Demonstrable commitment to equity, inclusion, diversity and accessibility.
- Willing to support the Playhouse's commitment to being an anti-racist organisation.
- Willing to undertake First Aid training if not already qualified.
- Hold a recognised fire marshal qualification or be willing to undertake training as such.
- Basic literacy and numeracy skills.
- Have an appreciation of theatre and the arts.

DESIRABLE REQUIREMENTS

If we need to choose between candidates who meet the essential criteria, we may take these factors into account:

- You are computer literate, with good IT skills across basic Microsoft Office packages.
- You are currently a qualified First Aider.
- Basic knowledge of how a theatre operates.

EMPLOYMENT TERMS SUMMARY

CONTRACT

Permanent, fixed-term contract of one 1 year.

Any offer we make is subject to:

- receipt of 2 satisfactory references
- proof of eligibility to work in the UK
- successful completion of probation period
- satisfactory Enhanced Disclosure and Barring Service (DBS) Check*

SALARY

The full-time salary is £22,222 plus an additional payment of up to £3,175 per year to cover paid breaks, this will be pro-rated depending on how many days a week you work. There may also be occasional overtime and double time between 12am and 8am when needed.

HOURS

40 hours per week, worked over five 8-hour days. Each day consists of 7 hours of paid work (35 hours p/week) plus one additional hour of paid break (up to 5 hours per week). If you work less than 6 hours in a day, there will not be a paid break that day. Paid breaks do not contribute to your 35 contracted hours per week.

Your days will be worked between Monday and Saturday inclusive, with usual work patterns of 8am to 4pm, or 4pm to 12am. Some flexibility in hours may be requested, for example to attend call outs to site. Occasional Sunday work may be required.

There may be occasions when you are required to work outside the normal hours outlined. You are entitled to be paid overtime in line with the overtime policy in effect in your department.

*In line with the Playhouse's Safeguarding Policy, any appointment will be made subject to a satisfactory enhanced Disclosure and Barring Service (DBS) check. Disclosure information will be treated in the strictest confidence and shall only be seen by those who need to see it as part of the recruitment process. Only relevant information will be taken into account. The Playhouse will not discriminate unfairly against any convictions or other information revealed.

EMPLOYMENT TERMS SUMMARY

PROBATIONARY PERIOD

12 weeks.

NOTICE PERIOD

8 weeks. 4 weeks during probation period.

LOCATION OF WORK

Your main places of work will be Leeds Playhouse main building, Playhouse 2 (St Peters Building) and St Patrick's. You may be required to work permanently or temporarily at other locations in the Leeds City Region. You may be asked to work temporarily in other locations in the UK.

PENSION

Auto-enrolment in a Standard Life Pension, unless you opt out, with 3% employer contribution.

HOLIDAYS

5 weeks per holiday year, plus Statutory Bank and Public Holidays, rising with length of service.

NON-CONTRACTUAL BENEFITS

- 2 paid wellbeing days a year.
- Free employee assistance service.
- Corporate gym and swimming discount.
- Staff ticket discount.
- Staff discount in Playhouse food and drink outlets.
- Inhouse counselling services with a BACP counselling professional on site (by referral).
- Voluntary Cash Health Plan (optional).

HOW TO APPLY

TO FIND OUT MORE,
PLEASE CONTACT
LEE BAINBRIDGE AT
lee.bainbridge@leedsplayhouse.org.uk.

PHOTOGRAPHY CREDITS

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Please read the job description carefully before starting your application to ensure that you meet all of the essential criteria and are able to provide evidence in your application to support these areas. Only relevant information will be considered when shortlisting candidates.

Your application will be retained securely for 3 months before being destroyed if you are unsuccessful, and for up to 12 months if you are successful.

HOW TO APPLY

To apply for this post please complete the online application form and diversity monitoring form which can be found on the job opportunities page, under the job role you are applying for. Data from your diversity monitoring form will not be shared with the recruitment panel.

If you would like to request any adjustments to enable you to apply for this post or to fully participate in an interview, please contact recruitment@leedsplayhouse.org.uk.

INTERVIEWS FOR DISABLED CANDIDATES

Leeds Playhouse is a member of the Disability Confident scheme. Subject to capacity, we will interview candidates who identify as disabled who demonstrate that they meet all the essential criteria for the job.

EQUAL OPPORTUNITIES

Leeds Playhouse is committed to promoting equality and opportunity in its employment practices. In particular, the company aims to ensure that no potential or actual employee receives more or less favourable treatment on the grounds of race, colour, ethnic or national origins, marital or civil partner status, sex, sexual orientation, gender reassignment, age, or religious beliefs. Disabled candidates will not be treated less favourably on the grounds of their disability.

SAFEGUARDING

The Playhouse takes safeguarding seriously, and operates an environment where all staff are expected to report any concerns about children, young people or adults at risk, or about the behaviour or practice of colleagues and other people they come into contact with.

A photograph of a man and a woman looking at a smartphone together at night. The man, on the left, has dark curly hair and glasses, wearing a teal polo shirt and a lanyard that says 'LEEDS PLAYHOUSE'. He is smiling and pointing at the phone. The woman, on the right, is wearing a yellow knit beanie, a colorful patterned scarf, and a purple sweater. She is holding a glass of beer. The background is dark with some blue lights. A large, semi-transparent orange shape is on the left side of the image.

THANK YOU

FIND US AT

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leedsplayhouse.org.uk
0113 213 7700