

The background of the entire page is a photograph of the Royal Lyceum Theatre building in Edinburgh, taken at dusk. The building is a grand, classical-style structure with a prominent portico supported by columns. The sky is a deep blue, and the building's windows are illuminated from within, casting a warm glow. The text is overlaid on the upper portion of the image.

The Royal
Lyceum
Edinburgh

Stagedoor Receptionist

Fixed term - 1 month

Edinburgh International Festival

Salary: £13.45 per hour

Closing Date: 28th June 2026 at 11.30pm

Stagedoor Role

The Lyceum is seeking organised and proactive individuals to form a dedicated Stage Door team for the duration of the Edinburgh International Festival. This role suits calm, reliable and customer-focused people who can work confidently in a busy environment while supporting the safe, secure and professional operation of the Theatre.

Key Responsibilities

- To welcome actors and visitors into the Theatre building, with a polite and “can do” attitude, remaining calm, positive and professional, whilst assisting with ensuring that policies and procedures are adhered to
- To be fully conversant with fire alarm and evacuation procedures, assisting with the evacuation procedure in the event of an emergency
- To be vigilant at all times to maintain the secure line at stage door. Setting and unsetting the intruder alarm when first in or last out.
- Opening and locking up the building, as part of the rostered shift pattern, safely and securely
- Conduct walk round of the building (in accordance with safe working procedures) to ensure all is in order (doors locked, lights out, etc) before closing at the end of business
- Respond to intruder alarms, identify activity and call for assistance from the monitoring company Securitas (out of hours) or the Building’s Manager if necessary
- Monitor CCTV system to promote staff and customer safety and the security of the building.
- Respond to fire alarms and provide information about alarms as required
- Ensure that all staff, visitors, contractors, visiting companies and others have signed in and can be accounted for in the event of an evacuation
- To distribute and recover keys, fobs and any other information as visitors arrive and depart.
- Be aware of events happening in the theatre during the day and be aware of any expected visitors
- Answer telephone calls promptly and re-direct as required
- Be aware of how the company operates and, if you do not already know the answer to a question, know who the best person is to ask
- Provide information and assistance as required.
- Be smart, presentable, discrete and professional in your approach to visitors and colleagues

Hours and Availability

Hours are worked across a 7-day week in flexible shifts of at least 4 hours, scheduled mainly between 9:00am and 11:00pm, with some requirement to work into the early hours.

You will be expected to be available for a minimum of 15 hours per week between 3 and 30 August 2026, varying according to operational needs.

Candidates must have strong availability across the period and be flexible to support Stage Door opening hours.

Person Specification

Essential Experience

- Experience working in a customer facing role
- Ability to work under own initiative, and a 'can do' attitude to get jobs done
- Excellent customer service and communication skills
- Ability to be empathetic and responsive to any queries and problems that are presented to you, directing these to the appropriate members of staff as required.
- Good knowledge of relevant H&S and Statutory Compliance regulations and legislation
- Good IT skills, including a working knowledge of MS Word and Excel
- Flexible approach to working hours

Desirable Experience

- Previous experience of operating security systems and being a premises keyholder
- Experience in using door access software to issue fobs
- Active interest in the theatre

Culture & Values

We expect all colleagues to contribute to a positive and inclusive working culture by living The Royal Lyceum Theatre Company's values of Excellence, Relevance, Openness, Passion, Courage and Care, and by role modelling these values in interactions with colleagues, artists, participants and audiences.





Why you'll love working with us

- Join a friendly, motivated team in one of Scotland's most iconic theatres.
- Gain hands-on experience in a creative, collaborative environment.
- 4% matched pension contribution
- Accrued holiday pay

How to Apply

We welcome applications in alternative formats including video or audio for access reasons, we are happy to discuss adjustments at any stage of the recruitment process. The Royal Lyceum Theatre Edinburgh is committed to equality, diversity and inclusion and welcomes applications from those underrepresented in the theatre sector.

Visit lyceum.org.uk/jobs to apply.

To apply, please submit a CV.

To discuss the role and interview process further, please contact us at jobs@lyceum.org.uk

Closing date: Sunday 28th June 2026

Interviews: Week Commencing 6th July 2026