

Role: Theatre Manager

Hours: 40 hours per week including 1 hour lunch per day

Location: Arts Theatre, Cambridge

Salary: Based on experience from c.£38,000 per annum.

Purpose of the role:

The Front of House (FOH) Theatre Manager will be responsible for ensuring the safe and smooth running of the public areas of the Theatre, including safety in the auditorium, management of the bar areas and entrances to the theatre. They will lead a team of Duty Managers and a broader team of casual staff and volunteers to provide high safety standards, and an excellent patron experience. They will ensure the highest standards of presentation, safety and customer service whilst fully promoting Cambridge Arts Theatre and its programme in a friendly, efficient, and well-maintained manner.

Qualifications

- Degree holder or qualified by experience.
- Possess strong knowledge of Health and Safety regulations with experience of implementing and monitoring safe working practices.
- Hold a personal licence or be prepared to complete the course and become the Designated Premises Supervisor.
- First aid trained or undertake necessary training.

Job Description

- To be responsible for the safety and security of the building, ensuring that systems and procedures for security are always followed and that correct opening and locking up procedures are followed.
- Develop and implement with the Head of Operations a FOH plan to achieve targets in line with the Theatre's business plan.
- Lead a team of front of house staff, including permanent, casual and volunteers, reporting to the Head of Operations, and to cover as Duty Manager as required.
- Oversee training and development needs of FOH staff, producing and maintaining training documentation.
- Ensure that the Theatre meets the requirements of legislation such as health and safety and licensing laws (theatre managers may act as licensees) and safeguarding children's arrangements.
- Plan the use of resources effectively and efficiently, minimising costs to the Theatre.
- Deal with customer enquiries, feedback and complaints.
- Keep senior management informed and aware of issues and contribute to deliver long-lasting solutions.
- Monitor individual performance, standards of dress, and timekeeping.
- Ensure that all FOH staff comply with the Theatre's health and safety procedures.
- Liaise with other Theatre functions to ensure smooth operation of the Theatre, this may be in relation to events, conferences, deploying staff to support another team during busy periods, sharing information.

- Lead the effective and profitable operation of FOH, bars, catering and merchandise and maximise all retail opportunities, meeting set operational targets.
- Ensure the public areas of the building are maintained to the highest standard and presented in a welcoming way.
- To act as a key-holder and to be on the emergency call-out list.
- Any other duties as reasonably required.

Essential Skills: You will have:

- Excellent oral and written communication skills for dealing with the public, staff and related companies.
- Strong organisational abilities in staff supervision.
- Business acumen ensuring the profitability of the Theatre.
- Leadership abilities to manage and motivate staff.
- Teamwork skills as well as the ability to work alone.
- Attention to detail to make sure all aspects of the theatre run smoothly.
- Flexibility and the ability to juggle competing priorities.
- Creative problem-solving skills to deal with issues that may relate to HR, finance or something to do with the production.
- The ability to work calmly under pressure in a fast-paced environment.
- An understanding of access and disability issues.
- High level of IT literacy (MS Office) and good administrative skills with the ability to maintain systems and records.
- An innovative and proactive approach to the role.

To progress into theatre management, you also need to demonstrate that you are dedicated, determined and resilient.

Work experience

- It is essential that you have previous work experience in a commercial front of house setting, demonstrating a sound knowledge of bar licensing, weights and measures.
- It is desirable that you have experience of working within the theatrical environment be it behind the scenes, on the stage or with the public.
- Knowledge of other languages would be desirable.

Working hours

Due to the Theatre opening times, working hours are generally varied. You will be expected to carry out weekend and evening work as part of your usual schedule.

Salary and benefits

- From £38,00 depending on experience
- 25 days holiday plus bank holidays (or time in lieu) per annum.
- Able to participate in the cycle to work scheme.
- Private medical cover.
- Employers' pension contributions of 3%.

What to expect

- The job involves a high degree of responsibility, the health and safety of patrons and staff is paramount.
- The work is location based, your day may involve office work, running a shift (bars and front of house), training of staff or dealing with suppliers.
- FOH sales are an important revenue stream for the Theatre, a commercial mind will allow us to support our Theatre in achieving its charitable objectives.
- Those who work in the Theatre are passionate about their role and are prepared to commit.

The following generic responsibilities apply to all Cambridge Arts Theatre staff:

- To participate actively in the life of the Theatre.
- To attend meetings and events as required.
- To assist other departments as required.
- To work on other projects and activities as required and to play an active role in achieving the aims and targets of the organisation.
- To carry out administrative work generated by the above activities.
- To have a flexible approach to working hours.
- To maintain a clean and tidy working environment.
- To be presentable, well-organised and have good timekeeping.
- To comply with Cambridge Arts Theatre's Equal Opportunities, Health and safety and other policies at all times.