

**LEEDS  
PLAY  
HOUSE**



Photography by **Anthony Robling**

# WE'RE RECRUITING

**Theatre Manager (Front of House)  
Recruitment Information Pack**

If you require a different format of this Recruitment Pack, please contact the HR & Learning team on 0113 213 7232 or [recruitment@leedsplayhouse.org.uk](mailto:recruitment@leedsplayhouse.org.uk)



Photography by Anthony Robling

## What is the role?

Leeds Playhouse is a complex arts charity organisation with over a hundred staff and 180,000 audience bookers a year. The Theatre Manager (Front of House) will be responsible for ensuring all audiences have an excellent and inclusive experience across our three theatre auditoriums and public spaces. The role holder will work within the Audiences Directorate and with teams throughout the Playhouse to ensure the smooth and efficient day-to-day running of the Playhouse.





“The Playhouse’s connection with Leeds, a city so rich in creativity and diversity, is inspiring. Its ethos of inclusivity and community means it is home to such incredible and vibrant storytelling. It’s a collaborative and innovative space and community to be part of.”

**Rozina Breen**, Chair of the Leeds Playhouse Board and Editor-in-Chief & CEO of The Bureau of Investigative Journalism

This short film will help you understand what we’re all about:  
[youtu.be/AT98G3fWhvQ](https://youtu.be/AT98G3fWhvQ)

Or check out our Twitter account @LeedsPlayhouse and mission and vision at  
[leedsplayhouse.org.uk/about-us/who-we-are/](https://leedsplayhouse.org.uk/about-us/who-we-are/)



Photography by David Lindsay

## Who we're looking for

You will be responsible for upholding and promoting the Playhouse's highest standards of audience experience, which reflect the inclusive values of the organisation. You will be a motivational leader of the Front of House theatre teams, providing an exceptional and effective welcome to all members of the public as well as the staff and artists working in the building.

You will have experience of managing large teams providing excellent customer service and will have a demonstrable interest in the communications and process underpinning this. You will be continuously looking for the best ways to deliver our services. You will also assist in leading on audience Health & Safety in the public areas, and delivering the company's policies and practices.

**We're seeking people who share our values:**

- Embracing our city
- Intensely human

# Theatre Manager (Front of House)

You will need to demonstrate all the criteria we ask about on the application form to be shortlisted.

## Essential

- Previous experience as a Theatre and/or Duty Manager, in a similar sized venue.
- Proven excellent staff management and leadership experience of a large group of paid staff and volunteers.
- Demonstrable track record of delivering a first class customer experience.
- Proven commitment to access and inclusion.
- Experience of working in a fast paced work environment with members of the public.
- Confident and effective communicator with both customers and internal colleagues.
- Self-motivating, highly organised and efficient.
- Ability to work calmly and effectively in stressful situations and to make quick decisions when required.
- Solution orientated with the ability to use their initiative and prioritise during busy periods.
- Strong attention to detail in regards to presentation of public facing staff/areas.
- Ability to work flexible hours in response to the day-to-day needs of the building operations and performance schedules.
- Computer literate, with good IT skills across basic Microsoft Office packages.
- Basic financial skills, particularly concerning wages and stock control systems.
- Knowledge and/or experience of Health & Safety issues.

## Desirable

- Qualified first aider.
- Qualified personal premises licence holder.

# Main duties and responsibilities

## Operations

- Develop and lead a dynamic and inclusive approach to audience experience across the Front of House teams.
- Manage the Front of House theatre teams, including creating the rotas, organising regular training and updates, recruitment and induction of new team members and carrying out performance reviews.
- Lead in the delivery of excellent, efficient and safe experience of up to 2,000 audience members at any one time.

- Oversee the presentation of the public areas and communal staff areas, ensuring the highest standards are maintained at all times throughout the day.
- Work with the Audiences directorate in continually developing the aesthetic of the public areas to reflect the creative work of the Playhouse and to create a warm, friendly environment.
- Day to day management of any live audience member situation resolution.
- Oversee audience experience planning of productions including in spaces outside the Playhouse's three auditoriums, attending cross organisational meetings, and dress rehearsals, to consider audience experience health & safety issues, any adaptations required to usual service, staffing procedures and co-ordinating accessible performances.
- Liaise with other theatre departments, artists and freelancers on one-off and reoccurring projects we create and host, scoping and planning the Front of House delivery for these; adapting procedures, drafting risk assessments, designing rotas and briefing staff to support this work.
- Work closely with the Director of Audiences, Producers and Creative Engagement team in coordinating the programme of exhibitions in the theatre's gallery spaces.
- Regularly act as a Duty Manager for performances, including evenings and weekends, with priority for duty managing all previews, press nights and accessible performances.
- Be familiar with the local licensing requirements and Health and Safety regulations, and to ensure that they are adhered to.

## **Trade and Finance**

- Maximise the sales of ice creams, programmes and merchandise for all Playhouse and visiting productions.
- Oversee the financial processes and manage the allocated budget for the Front of House department.

## **Administration**

- Chair regular Front of House coordination meetings.
- Assist the Director of Audiences in monitoring customer feedback and in producing regular Customer Experience and Production Front of House evaluations.
- Respond promptly and appropriately to Front of House show reports and correspondence regarding customer service feedback and complaints.
- Attend regular company, fortnightly building issues and Heads of Department meetings.
- On occasion attend and/or chair meetings on behalf of the Director of Audiences.
- Work with other Frontline Heads of Departments, ensuring consistent recruitment, induction and training processes are in place for all Frontline staff.

## Access

- Regularly attend and input into company Access and Inclusion meetings, contribute to the Playhouse's access activity and developing understanding of the needs of all visitors including Deaf and disabled audience members and be responsible for the day-to-day implementation of these policies with the Front of House department.
- Work closely with the Programming team in regards to scheduling all accessible performances and liaising with the team of freelance staff who deliver these performances.

## Health and Safety

- Prepare risk assessments and ensure that Health & Safety standards and practices are adhered to in all Front of House and office areas.
- Annually review the building's evacuation procedures.
- Assist with any Health and Safety issues around productions, including reviewing and adapting performance evacuation procedures as required.
- Act as a Daytime Fire Marshall in case of emergency during office hours and be a trained first aider (training will be given if necessary).

## General responsibilities

- To be aware of and input into the company's environmental and sustainability practices.
- To take a proactive part in communicating and co-operating with other staff and departments.
- To follow guidelines, procedures and policies provided by the company including those in relation to financial management and personnel records.
- To work in accordance with the Equal Opportunities policy of the Playhouse.
- To be aware of, and comply with, rules and legislation pertaining to Health & Safety at Work.
- To take part in working groups and committees.
- To undertake any other duties commensurate with the post, as requested by and agreed with the Director of Audiences.

## Any other duties

The duties and responsibilities set out are not exclusive or exhaustive. The post-holder may be required to undertake other reasonable 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 may also be asked to carry out duties that would not normally be associated with the post on a temporary basis where there is a strong organisational requirement for that to happen. The post-holder would be given appropriate training and equipment to carry out any duties of this kind.

# Key relationships

The role of Theatre Manager (Front of House) is part of the Audiences Directorate made up of Front of House, Marketing, Communications and Box Office/Sales.

The Director of Audiences will be your manager.

You will manage the Assistant Theatre Manager, Duty Managers, Front of House Attendants and Volunteers.

## Key internal relationships

- You'll work closely with team leads in the Audiences directorate including Marketing, Communications, and Box Office and Sales.
- Other frontline teams such as Food & Beverage, Facilities & Operations, Security, and Conferences & Events.
- Artistic Planning teams including Producers and the Production team.
- Members of the Safeguarding Team.
- All teams and managers.

## Key external relationships

- Audience members, participants and visitors.
- Visiting cast, companies.
- Job applicants.

# Access

We are members of the **Disability Confident** scheme. Subject to practicalities in the event of a large number of applications, we will interview all candidates who identify as disabled and who demonstrate that they meet all the essential criteria that they are given an opportunity to evidence on the application form.

Please clearly state on your application if you are disabled, and if you need any adjustments to participate in the recruitment process. You are not asked to provide the panel with details of any disability at this stage of recruitment - just what we may need to change to help you fully participate in this process.

If you would like to submit an application in another format, we would be happy to support you and accommodate this.

Please contact the HR & Learning team on **0113 213 7238** or [recruitment@leedsplayhouse.org.uk](mailto:recruitment@leedsplayhouse.org.uk) to discuss a suitable alternative.



# Safeguarding

The Playhouse is committed to safeguarding, and operates an environment where all staff are expected to report any concerns about vulnerable people, or about the behaviour or practice of colleagues and other people they come into contact with. Because your role will involve work on other people's DBS checks, you will need to provide a satisfactory enhanced DBS check.

## Terms & Conditions

### Period of work

This is a permanent contract.

### Pay

£29,180 per year.

### Hours

Full-time. We would like to fill a requirement for 35 hours work per week, which is full-time for this role. We are happy to consider part-time working or job-share arrangements. We are particularly aware of the needs of disabled people and of parents and carers in this regard, but accept requests from all staff. We will offer flexi time arrangements for this role, or a "time off in lieu arrangement" if you would rather work more regular hours. You'll normally work your hours over 5 days per week, but we will need you to work some evenings and weekends, with time for lunch and proper breaks between periods of work.

### Holidays

20 days per year plus public holidays, pro rata.  
The holiday year runs from 1 September to 31 August each year.

### Probation period

3 months.

### Notice period

The notice period will be 8 weeks.

### Location of work

Your main place of work will be Leeds Playhouse, but 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.

Your role may involve some international travel.

## Offers

Any job offer we make is subject to:

- Receipt of 2 satisfactory references
- Proof of eligibility to work in the UK

## Other benefits

- Contributory staff pension
- Benefits TOIL (time off in lieu) system

## Non-contractual benefits

- Free-to-use employee assistance service
- Staff ticket discount
- Staff discount in Playhouse food and drink outlets

## Find more

Please contact **Hannah Hughes** Director of Audiences  
by email [hannah.hughes@leedsplayhouse.org.uk](mailto:hannah.hughes@leedsplayhouse.org.uk)