

Citizens Theatre

Job Description

Role:	Front of House Manager
Responsible to:	Head of Commercial Operations
Responsible for:	Ushers, bar staff, event staff
Key Relationships:	Bar & Events Manager, Building & Facilities Manager

Purpose of the Role:

The Front of House Manager is responsible for leading all aspects of Front of House operations, including customer welcome, staffing for performances and activities, and delivering events and hires. As a primary point of contact for all public users of the building, you will establish the standards and expectations of the Citizens Theatre Welcome and be an important ambassador for our values. You will support and develop the Front of House team to deliver a great customer journey with a focus on driving front of house revenue through both auditorium and bar/catering/event revenue streams, while creating a safe and inviting environment for all.

Following a six-year closure for a major redevelopment of the building, we intend to reopen the Citizens Theatre to the public in August 2025. The transformed building and facilities will present new opportunities for artistic, participation and commercial activities, including a new bar/café. This is an exciting opportunity to join the team ahead of the reopening to establish the systems, processes, policies, recruitment and training necessary to ensure an exceptional welcome to our visitors when we reopen our doors in the summer.

Responsibilities:

Front of House

- Leading the Front of House team, develop and deliver an exceptional welcome to all Citizens Theatre visitors, patrons and stakeholders at the theatre or other locations as required, and maintain continuous improvement within the organisation
- Contribute to the creation, implementation and management of the Building Operating Plan
- Manage the safe operation of the building during all performances and events, ensuring all Front of House staff are working in accordance with, and able to implement, the most up-to-date in-house procedures, including Health & Safety, Licensing and Hygiene legislations
- With the Head of Commercial Operations and Building & Facilities Manager, create and implement the emergency procedures for the Citizens Theatre, and be able to coordinate a full evacuation or search of the building as and when required, prioritising the safety of all those involved. This would also include invacuation as and when called for.
- Work with the Head of Commercial Operations and Bar & Events Manager to identify and drive all revenue opportunities within all front of house activities and programmed events, through both auditoria, activity spaces, and bar/catering revenue streams
- Work with the Individual Giving Manager to support understanding and confident donor care and cultivation within the Front of House staff team
- Oversee the selling of alcohol in line with the Company's alcohol policy and ensure effective compliance with the Company's licence, and be a Premises Licence holder
- With the Head of Commercial Operations, develop policies and procedures for the effective delivery of front of house provision in accordance with relevant legislation and Citizens Theatre's commitment to access for all

- Oversee the operational standards front of house, including periodic building checks throughout appropriate areas of the building, and identify and report maintenance repairs within all public areas of the Citizens Theatre
- Lead on the recruitment, training, management and development of Front of House operations staff, including duty managers, ushers, event logistics and cleaning, and operate and manage a flexible rota system for Front of House staff that ensures safe staffing levels and effective cost control
- Lead by example and set high standards for customer service, ensuring effective communication and nurturing an environment with an emphasis on motivation, teamwork and accountability for area and service levels
- Duty manage 3-4 performances and events each week, including the first performance of all productions and all accessible performance
- Act as key holder and Duty Manager as required

Events and Hires

- With the Head of Commercial Operations and Bar & Events Manager, develop the event and hires business plan, proactively promoting the theatre's hire services to both new and existing clients
- Successfully plan and execute both internal and external events, including corporate hires, performance hires, internal meetings and private bookings
- Contribute to setting and achieving ambitious income targets for the events and hires business
- With the Bar & Events Manager, promote, plan, organise and deliver all functions and events, and liaise with all necessary departments regarding costings and invoicing for functions, both internal and external

Organisational Commitments:

- Carry out any other tasks required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post
- Drive change through action and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity
- Be accountable for yourself and others, in line with our Health & Safety Policy
- Create a positive working environment, underpinned by the organisation's values
- Deliver a warm welcome and excellent customer service to all audience and visitors to the Citz
- Contribute to activities that support income generation and fundraising
- Contribute to our environmental sustainability goals
- Undertake relevant training and development as required

This job description is intended as a guide to the general duties and responsibilities of the role and does not form part of your contract of employment. These duties may be reviewed from time to time to meet the needs of the business. The Citizens Theatre is going through a significant period of change as we return to our building following six years of displacement, and so we will inevitably change as we grow and develop over the coming years. All staff will be required to show a flexible approach to this process, which may involve revisions around job descriptions, titles, roles and departmental structures. Any significant changes will be discussed with you in advance.

Person Specification:

Essential

- Experience of successfully leading a team to deliver exceptional standards of customer care within an event or theatre environment including the provision of food, beverages and alcohol
- Experience of managing staff, including recruitment, training, staff development and disciplinary processes
- Knowledgeable and competent with emergency procedures including evacuations
- Experience of implementing Health & Safety practice within a venue/events setting, including dealing with and managing First Aid incidents
- Excellent customer focus and strong customer service skills

- Ability to manage difficult situations calmly and professionally
- Ability to multitask and work on several projects at the same time
- An organised, flexible approach to day-to-day responsibilities, with the ability to work well under pressure and with a focus on problem solving
- Ability to work collaboratively across and beyond the organisation, using proactive and effective negotiation and influencing skills
- Excellent verbal and written communication skills, with a high level of accuracy in English
- Excellent time management and organisational skills, with the ability to work independently, self-motivate and use initiative to meet deadlines
- Strong numeracy and budget management skills

Desirable

- Experience of working Front of House in a theatre
- Personal Licence Holder
- Valid First Aid qualification
- Training in food safety management / food hygiene legislation and best practice

Terms & Conditions

Salary:	£33,000-£35,000
Hours:	Minimum 35 hours per week, on a flexible schedule including early morning, evening and weekends depending on the operational needs of the business
Overtime:	No overtime payments are available. The Citizens Theatre operates a time off in lieu (TOIL) system.
Holiday:	20 days per year, plus 9 public holidays, rising to 22 days after 3 years, and 25 days after 5 years
Pension:	The Citizens Theatre operates a contributory pension scheme (employer 3% / employee 5%)
Probation:	This post is subject to a three-month probationary period
Notice period:	2 weeks during probation; 8 weeks thereafter
Location:	Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS Colleagues are currently working from home while we complete a major redevelopment of our building, with an expected return to the theatre in summer 2025. On return to the building we anticipate introducing a hybrid working policy, with a weighting towards office working.

Benefits:

- Complimentary or discounted tickets to selected shows (non-transferable and subject to availability)
- Cycle to Work Scheme
- Training and development opportunities

How to apply

If you are interested in an informal conversation about the role prior to application, or have any questions, please contact recruitment@citz.co.uk and your query will be directed to the appropriate person.

To apply, please send us a copy of your **CV and a cover letter** of no more than **two pages A4** and complete the online **Equal Opportunities Monitoring Form**.

It is important in your cover letter to give us examples of what you have previously done that shows us how you could be right for the job and why you're enthusiastic about joining the Citizens Theatre. You do not have to have previously undertaken all the duties in the job description but you should tell us about your potential ability to do them.

As part of the recruitment process Citizens Theatre collects and processes data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see the [Citizens Theatre Privacy Policy](#) on the website for full details.

Alongside the application you will be asked to complete an Equal Opportunities Monitoring Form online. This form will only be seen by our administrative processing team, and will not be passed on to the person(s) preparing the shortlist. Your data will be kept secure, and will only be used in anonymous form and in aggregate for analysis and reporting to stakeholders.

Please send your CV and cover letter (two pages max) by email to: recruitment@citiz.co.uk.

(Please send as a Word document. Do not send as a Pages file, Zip file or Google doc, or use file sharing services such as One Drive or Dropbox.)

Please complete the Equal Opportunities Monitoring Form online: [Equal Opportunities Form](#).

If you require an alternative way to make your application, please contact recruitment@citiz.co.uk to discuss a suitable format.

Deadline for applications: **Wednesday 19 February 2025, 12pm**

First Interview: **Thursday 27 February 2025** (may be subject to change, in person if possible, otherwise zoom)

Second Interview: **Thursday 06 March 2025** (may be subject to change, in person if possible, otherwise zoom)

All applicants will be contacted with the outcome of their application. We will contact you by telephone or email if you are shortlisted for interview

Thank you for your interest in the Citizens Theatre and we look forward to receiving your application.