

# Citizens Theatre

## Job Description

**Role:** Welcome Team Duty Manager  
**Responsible to:** Front of House Manager; Bar & Events Manager

### Purpose of the Role:

The Citizens Theatre is a proudly Glaswegian institution – bold, inclusive and rooted in our community. Following the transformation of our Gorbals home, we're welcoming a new generation of artists, audiences and visitors through our doors. As part of our Welcome Team, you'll play a vital role in creating a warm, accessible and safe experience for everyone who comes to the Citz – whether that's for an event or a theatre performance, community activity, or simply stopping by for a coffee.

This is a varied, customer-facing role leading our ushering, bar service and event support across our beautifully redeveloped building. Shifts will mostly be available evenings and weekends, with occasional day shifts to support matinee performances, events and community activities.

### Responsibilities:

#### Operations and team leadership

- Oversee daily operations, leading our front of house and bar team on shift for performances, events and community activities
- Resolve issues and maintain company standards and optimal staff performance.
- Address customer complaints and resolve conflict
- Manage the effective distribution of the team for audience management and flow and reflecting the schedule of each day
- Ensure the venue is clean and tidy, and that tasks are delegated to staff
- Ensure upcoming event bookings have been set up based on client requirements

#### Ushering and audience care

- Provide a friendly, informative welcome to all audiences and visitors
- Check tickets, direct audiences to their seats, and provide up-to-date show and venue information
- Ensure safety and comfort of audiences throughout performances, including leading on the provision of access support to audiences and responding to any incidents
- Be first port of call for first aid and safety to staff and audiences
- Lead the audience evacuation in the event of an emergency
- Ensure health and safety procedures are maintained, including regular audits of the venue and staff
- Support inclusive and accessible experiences for everyone, including patrons with disabilities or additional support needs
- Cash handling and selling tickets when required. Amending bookings for customers when needed.
- General administration and liaising with clients or customers when required

#### Bar & café services

- Serve drinks and refreshments at our bars and café when required
- Operate tills and card machines accurately and responsibly
- Maintain cleanliness and stock levels, following licensing and food hygiene standards
- Promote our menus, merchandise and offers with confidence

#### Event support

- Be the main contact for clients during their bookings and support their requirements
- Managing multiple events at one time, making sure clients are supported with furniture and technical provisions
- Coordinate the set up and reset of spaces for a wide variety of events – from public performances to community workshops and private events
- Welcome participants and visitors to our community and learning programmes
- Assist with wayfinding, crowd management and customer queries
- Help maintain a safe, clean and welcoming environment throughout the building

### **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 and Safeguarding Policies
- 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 in a similar customer-facing, hospitality or cultural role
- Confidence working in a busy arts/events environment
- Confidence and experience leading a team and able to work independently
- Organised and able to multi-task
- Detail orientated and excellent timekeeping
- Able to problem solve and resolve issues creatively and diplomatically
- Calm under pressure, with a flexible and proactive attitude
- Strong communication and IT skills
- Friendly, sociable and enjoy meeting new people and having new experiences
- Passionate about working with the public and great customer service
- Able to handle and resolve feedback from customers
- Availability to work evenings and weekends
- Commitment to inclusivity, accessibility and community values

#### **Desirable**

- Interest in theatre, live performance or the arts more broadly
- Experience supporting accessible services (e.g. BSL, audio description, relaxed performances)

Everyone is welcome at the Citizens Theatre, and we want our staff team to reflect our vibrant Glasgow community. We particularly welcome applications from people of the Global Majority, people who are disabled, neurodivergent and people who are currently underrepresented in our industry.

## Terms & Conditions

Pay:	£14.50 per hour
Employment Type:	Casual / Part-Time (zero hours contract)
Hours:	Shifts offered on a rota basis, typically during performance times (evenings and weekends) as well as daytime hours for events and matinees and reception staffing.
Holiday:	Pro-rata annual leave calculated in line with statutory entitlement for casual or part-time workers
Probation:	One month
Notice period:	1 week during probation; 2 weeks thereafter
Uniform:	Staff will be required to wear Citizens Theatre-branded attire or follow dress code guidelines appropriate to public-facing roles
Location:	Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS

## Benefits:

- Complimentary or discounted tickets to selected shows (non-transferable and subject to availability)
- 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@citiz.co.uk](mailto:recruitment@citiz.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 **one page 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 (one page max) by email to: [recruitment@citiz.co.uk](mailto: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](mailto:recruitment@citiz.co.uk) to discuss a suitable format.

Deadline for applications: **Monday 28 July 2025, 10am**  
Interviews: **Thursday 31 July & Friday 01 August 2025**

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.