

Job Description - Front Of House Manager

The Front of House Manager plays a key role and is responsible for the team in delivering an enjoyable and safe audience experience. They ensure the safety of audiences and the smooth operation of events at Guiseley Theatre. The front of house manager will work with our volunteers and stewarding team to create a welcoming, enjoyable and safe environment to welcome audiences.

Guiseley Theatre has a thriving programme of events, seeing hundreds of audience members experience live theatre, music, sport and comedy every Friday, Saturday and Sunday. We are looking to build a pool of Front of House managers to oversee the safe running of these events. As a Front of House Manager, you will play a key role in creating an enjoyable and safe environment for our audiences while ensuring the smooth operation of every event. This position requires strong leadership skills, the ability to manage a diverse team of stewards and volunteers, and a commitment to upholding high standards of customer service and safety.

You will be the primary point of contact for all matters related to the audience experience in public-facing areas (such as the foyer, bars, and seating areas) and will work closely with the wider team to ensure that each event runs seamlessly. Your ultimate responsibility will be managing the team to ensure the safety and wellbeing of our audience while also fostering a welcoming and positive atmosphere.

Job Title: Front of House Manager
 Hours Per Week: 0 hours, as required, usually Friday - Sunday
 Rate of Pay: £15 Per Hour
 Employment Type: Employed (Zero Hours Contract)
 Reporting to: Guiseley Theatre CIC Management

Timeline

Applications open: 1st December 2024
 Applications close: 20th December 2024
 Interviews: w/c 7th January 2024
 Start of employment: w/c 13th January 2024

Responsibilities include:

- Maintaining a safe environment at Guiseley Theatre
- Creating a welcoming environment at Guiseley Theatre
- Carrying out pre-event checks to ensure the event is set up and ready to welcome audiences
- Working closely with and effectively managing the wider front of house team, briefing the team and allocating roles and responsibilities
- Evicting unruly audience members from the venue
- Administering first aid when necessary
- Coordinating and leading evacuations in the case of an emergency
- Being the point of contact for emergency services in the event of an emergency
- Coordinating the setting up and clearing of events
- Ensuring the smooth running of the Guiseley Theatre bars
- Locking up and closing the building at the end of the event
- Fielding customer complaints

- Attending to and resolving biohazard incidents
- Completing post-event reports

Applicants must:

- Be willing to work unsociable hours
- Be over 18 years of age
- Be in good physical health (manual work required)
- Be confident and assertive
- Have experience managing a team
- Have good customer service skills
- Treat audience members and volunteers with dignity and respect
- Have prior experience managing a team, preferably in a customer service or event setting
- Competent in basic numerical skills

Applicants would ideally have (but not essential):

- A Personal License
- Valid first aid certificate
- Experience managing an event

Successful applicants will be trained in:

- First aid
- Conflict Management
- Personal License

Why Work at Guisseley Theatre?

At Guisseley Theatre, we believe in the power of live performance to bring people together and create lasting memories. As a member of our Front of House team, you'll be at the heart of a vibrant, creative community, helping to foster a welcoming and inclusive environment for our diverse audiences. Working alongside a passionate and supportive team, you'll have the opportunity to contribute to the success of a wide variety of live events, from theatre productions to music, comedy, and community activities. This role offers flexible working hours and provides a chance to develop invaluable skills in customer service, event coordination, and audience safety, all while playing an important part in making the theatre experience truly special for every visitor.

All applications should be submitted via the online form at www.guisseleytheatre.org/joinus detailing your contact details, two references and upload of your CV.

If you require further information, please do not hesitate to contact Jacob Phillips, Managing Director of Guisseley Theatre at jacob@guisseleytheatre.org