

# Job Description: Duty Front of House Manager

## Key Information

Department	Front of House
Responsible to	Front of House Manager
Hours	4 to 8 Hours per week - a flexible shift pattern – some evening, afternoon and weekend work (including occasional Sundays) and bank holidays.
Location	The Watermill Theatre, Bagnor, Newbury, RG20 8AE
Rate of Pay	£12.44 per hour
Benefits	Free onsite parking, discount in restaurant and bar, two complimentary tickets per production (subject to availability)
Pension	Pension contribution matched up to 5%

## Overview

The Watermill Theatre generally operates an eight-show week with five or six evening performances Monday to Saturday and two or three matinée performances which includes some Sundays. The Duty Manager will normally work between one and two performances a week, with additional shifts required to cover Christmas daytime shows, holidays and sick cover. Responsibilities will include overseeing our loyal team of volunteer Ushers and the smooth running of the show for audiences.

## Duties and Responsibilities

- To be a welcoming first point of contact for audience members, companies, and volunteers
- Support the Front of House department and work collaboratively with the team
- Work closely with other departments in the theatre to ensure the smooth and safe running of performances
- Provide clear information about the performances and the Watermill site
- Promote all Watermill activities and uphold the organisation's values
- Work closely with volunteer ushers, ensuring they are correctly briefed with up-to-date show and audience information for each performance

- Check the theatre and grounds to ensure all entrances and exits are clear and unlocked and all requisite lighting is on – see nightly check lists – remove any obstacles and report and hazards to the FOH Manager and the Operations Manager
- Sell merchandise and confectionery, take responsibility and account for all sales
- Monitor and manage stock levels
- Take responsibility for the safety of audience members and volunteers whilst on site, including stopping a performance when appropriate and the evacuation of the building in cases of emergency

## Person Specification

### Essential Criteria:

- Excellent understanding of and commitment to great customer care
- Experience of working within a team
- Proactive and energetic, able to work with commitment and dedication to find solutions
- Strong communication skills, approachable and able to remain calm under pressure
- Ability to multitask and to adapt to changing situations
- Confident in using technology and familiar with Microsoft packages
- Proven ability to work unsupervised and use initiative
- Organised with excellent time management skills
- Willing and able to work unsociable hours, including evenings and weekends
- A willingness to work outside on occasions and assist with wildlife control!
- Enthusiasm and interest in theatre

### Desirable Criteria:

- Experience of supervising staff
- A current first aid qualification
- Experience of working in a customer facing role
- Previous experience of managing volunteers
- Experience of stock management

## Submitting Your Application

### How To Apply

Please send your CV, cover letter explaining why you want to work for The Watermill and how you meet the person specification, and completed Equal Opportunities monitoring form (details below) to Emma Barclay (Theatre Administrator) via [admin@watermill.org.uk](mailto:admin@watermill.org.uk) or via the address below:

Theatre Administrator  
Watermill Theatre and Restaurant  
Bagnor  
Newbury  
RG20 8AE

When forming our shortlist for interview, all applications will be considered anonymously, and your name and any names of employers will be redacted from your supporting statement and CV. Our selection panel will only have access to these details once you have been invited to interview.

Closing date for applications      Monday 4 November 2024 at 12pm midday

Interviews      w/c 11 November 2024

For further information about the organisation, please take a look at our [Working at The Watermill](#) guide.

### **Equal Opportunities**

The Watermill Theatre is committed to equal opportunities for all. We believe that a diversity of perspectives enriches our work and we have an equality of opportunity approach that aspires to give everyone the chance to achieve their potential.

[Please find our Equal Opportunities monitoring form here.](#) This information will be used to enable us to continue to develop policies and procedures regarding diversity and to submit required data to our funders. The information you supply will not be made available to anyone, including recruiting managers, in any form other than anonymous data.

We are a Disability Confident Committed employer and will guarantee an interview to any applicant who self-identifies as deaf or disabled, or from a Global Majority background, and meets the Essential Criteria. If you regard yourself as having these characteristics, please state so clearly on your cover letter.

If we can support your application by offering an alternative format, please do let us know by contacting [admin@watermill.org.uk](mailto:admin@watermill.org.uk). Likewise, we want to ensure interviews are as accessible as possible, so please do let us know in your application if there is anything we can do to support this.