

Citizens Theatre

Job Description

Role:	Deputy Front of House Manager
Responsible to:	Front of House Manager; Bar & Events Manager
Responsible for:	Welcome Team
Key Relationships:	Building & Facilities Manager, Company Stage Manager

Purpose of the Role

The Deputy Front of House Manager plays a key role in delivering a warm, safe, accessible and high-quality experience for everyone who visits the Citizens Theatre. Working closely with the Front of House Manager, you will lead the Front of House team and oversee the smooth running of performances, events and other activities taking place in the building. You will be a visible and approachable presence for audiences, staff, visiting companies and other users of the theatre, helping to make sure everyone feels welcome and able to enjoy their visit.

You will support the Front of House Manager with the day-to-day management of the Front of House operation, including staff deployment, audience management, accessibility, customer service, health and safety, incident management and the preparation and closing of the building. The role will involve regular evening and weekend working, and you will often be the senior Front of House representative on duty when the Front of House Manager is not present

Responsibilities

Front of House Operations

- Support the Front of House Manager in the effective day-to-day operation of the theatre and its FOH services.
- Lead the Front of House operation for performances, events and other activities as delegated, acting as the senior FOH representative when required
- Prepare the building for audiences and visitors, and ensure public areas are welcoming, safe, tidy, appropriately set up with furniture and equipment, and appropriately staffed
- Coordinate audience arrival, seating, latecomers, queues, access requirements and audience movement through the building, deploying staff effectively to support audience flow and daily operations.
- Liaise with Box Office, Bar, Technical, Stage Management, Building and Facilities and other teams to ensure performance and events run smoothly.
- Drive sales of programmes, sweets, ice creams and show merchandise, ensuring sales are maximised through bar displays and sales points, and merchandise stocks and sales are recorded and reconciled accurately.
- Coordinate the set up, opening, running and closing of FOH spaces.
- Act as a keyholder as required.
- Have a basic understanding of our IT Systems including BMS & CCTV to assist colleagues in problem solving.

Team leadership

- Support the Front of House Manager with day-to-day line management of the Welcome Team, including rotas, staff check-ins, attendance, absence, performance and other staffing administration.
- Provide clear leadership, direction and support to staff according to the needs of each performance or event.
- Support the recruitment, induction, training, scheduling and ongoing development of Welcome Team members.
- Allocate duties effectively and monitor performance to ensure consistently high service standards.
- Encourage a positive, collaborative and customer-focused team culture.
- Support staff to understand and follow venue procedures, including health and safety, safeguarding and emergency procedures.

Customer Experience

- Deliver and promote consistently excellent customer service, creating a warm and welcoming experience for all visitors.
- Handle enquiries, complaints and feedback professionally, sensitively and effectively.
- Respond calmly and appropriately to audience needs, challenging situations and unexpected incidents.
- Support accessibility initiatives and help create an inclusive environment where all visitors feel welcome and able to participate.
- Maintain and promote high standards of health and safety throughout the customer journey.
- Provide general administration and liaise with clients, customers and visiting companies as required.
- Contribute to improving the audience experience through feedback, observation, and review of Front of House practices.

Health, Safety and Safeguarding

- Act as a building Duty Manager as required with responsibility for public safety and building security.
- Maintain a safe environment for audiences, staff, artists and visitors, following all health and safety, safeguarding and emergency procedures.
- Ensure compliance with all licensing requirements, and carry out regular venue and staff checks in line with statutory regulations, reporting or addressing issues promptly
- Respond appropriately to incidents, accidents, medical emergencies and other operational issues, escalating where necessary.
- Lead incident and emergency responses, acting as the main contact for emergency services when on duty and leading the safe evacuation of the building when required.
- Report incidents, hazards, maintenance issues and other concerns promptly and accurately.

Communication and Administration

- Maintain effective communication and handovers with colleagues across the theatre.
- Complete performance report, incident reports and other FOH documentation accurately.
- Support the Front of House Manager with operational planning, stock and equipment management and the review of procedures and working practices.
- Attend relevant meetings and contribute to the wider development of the Front of House services.
- Assist the Bar & Events Manager and Front of House Manager to grow the Events and Hires offering
- Deputise for the Front of House Manager and the Bar & Events Manager when required.

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 in leading a team to deliver excellent customer service in an event, hospitality or cultural venue management role.
- Experience and confidence leading building safety and fire evacuation procedures in a public building setting.
- Experience of managing staff, including recruitment, training, performance management and staff development.
- Strong organisational skills and the ability to manage multiple priorities.
- Excellent attention to detail and timekeeping.
- Strong problem-solving skills and the ability to handle issues creatively and diplomatically.
- A calm, flexible and proactive approach under pressure.
- Ability to work collaboratively across and beyond the organisation.
- Excellent verbal and written communication and IT skills.
- A strong commitment to public-facing work and excellent customer service.
- The ability to handle and resolve customer feedback effectively.
- A commitment to inclusivity, accessibility and community values.

Desirable

- An interest in theatre, live performance or the wider arts.
- Experience supporting accessible services such as BSL, audio description or relaxed performances.
- A Personal Licence Holder qualification.
- Valid First Aid Qualification

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

Salary:	£31,000
Hours:	Annualised hours averaging 35 hours per week (1.0 FTE) on a flexible schedule including early mornings, evenings and weekends depending on the operational needs of the business.
Working pattern:	The Citizens Theatre is a producing theatre and events venue, and the Front of House operation reflects the needs of our performance and events programme. The post therefore involves regular early morning, evening, weekend and holiday working, with shifts varying according to the theatre's programme. Flexibility is essential. Minimum 2x weekend shifts per month.
Overtime:	No overtime payments are available.
Holiday:	29 days per year including public holidays, rising to 31 days after 3 years and 34 days after 5 years. You may be asked to take holiday at certain times of the year in line with the operational needs of the theatre
Pension:	The Citizens Theatre operates a contributory pension scheme (employer 3% / employee 5%)
Probation:	This post is subject to a one-month probationary period
Notice period:	2 weeks during probation, 8 weeks thereafter
Location:	Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS

Annualised Hours

The annualised hours arrangement is designed to recognise the fluctuating nature of theatre work. Employees may work more than 35 hours in some weeks and fewer than 35 hours in other weeks, provided that working hours are managed appropriately and the average is maintained across the annual reference period, which runs from 1 September to 31 August. The annualised hours calculation applies to all hours worked under this contract, no overtime is payable. As a general guide, employees and line managers should aim to ensure that working hours do not exceed an average of 35 hours per week over any rolling five-week period.

Benefits

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

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 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.

(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: **Friday 30 October, 12pm**

Interviews: **Week Commencing 16 November**

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.