

# Deputy Theatre Manager - Job Description

The Deputy Theatre Manager will provide support across a wide range of activities within the FOH operation to ensure smooth operation of the show programme within the Main House and Studio. The role of Deputy Theatre Manager is both desk-based and hands-on operational, working alongside and supporting the wider Theatre Management team and will evolve over time as the Theatre responds to changing dynamics in the industry.

**Key responsibilities (alongside the wider Theatre Management team) include:**

**Front of House Responsibilities**

* Duty management on shows including evenings and weekends – envisaged to be 2-3 shifts per week, increasing during the pantomime season. Duty management includes leading a team of up to 9 ushers, problem-solving, dealing with customer complaints and cashing up.
* Maximising sales of programmes, sweets, ice creams and other merchandise; liaising with suppliers. Ensuring adequate stock ordering of ice creams and sweets to meet expected demand, taking delivery of ice creams. Responsibility for financial aspects of FOH merchandising and stock control.
* Security of the auditoria and foyers; liaison with other departments where required.
* Day to day management of the Everyman’s foyers to ensure the highest standards of presentation and cleanliness are maintained.
* Line management of the Theatre’s team of ushers, including staff recruitment, rotas, training, performance and conduct management.
* Working to improve administrative systems when required within the Theatre Management office and team.
* In liaison with the Marketing Team, maintenance of poster and foyer displays around the Theatre, ensuring posters and flyers are displayed for both main house and studio shows well in advance to ensure maximum awareness and maximum possible sales.
* Managing requirements contained in riders.
* Managing ongoing FOH staff training, induction, development, PDP, communication.
* Deputising for the wider Theatre Management team in their absence to line manage FOH Duty Managers and ushers.

**Stage Door / Housekeeping Responsibilities**

* Deputising for the wider Theatre Management team in their absence to line manage Stage Door and Housekeeping supervisory staff, ensuring all routine operational processes are well managed.

 **Customer Service Responsibilities**

* Supporting the Theatre Manager in developing and delivering effective Customer Service procedures to the wider Theatre staff.

**Additional Responsibilities**

* Being a first aider.
* Occasionally processing payroll for ushers, stage door and housekeepers when deputising for the Theatre Manager.
* Contributing to Theatre wide activities as part of being an operational manager.
* Undertaking such other relevant duties as may be requested from time to time by the Theatre Manager.

**Responsibilities specific to the Deputy Theatre Manager:**

**Lead on Health & Safety for the Theatre Management dept (under supervision of the Theatre Manager)**

* Producing and reviewing general theatre risk assessments associated with FOH areas.
* Working with internal and external H&S resources on specific risk assessments.
* Leading on First Aid arrangements in the theatre.
* Ensuring staff are understanding of their personal responsibilities for H&S and any associated procedures e.g. CCTV.
* Maintaining knowledge of H&S and risk factors specific to FOH areas and Theatre in general. Keeping a watching brief of any external factors pertaining to a need to review internal procedures e.g. First Aid, Martyn’s Law.
* Flagging to Technical Manager and Theatre Manager any new issues that may need expertise and support.

**Additional focus areas**

* Additional focus areas will evolve as the scope of FOH broadens and changes with new legislation and with the addition of the new community arts building.

**Person specification:**

**Essential**

* External qualification or significant experience in Health and Safety (e.g. IOSH)
* Strong numeracy skills and experience of cash handling
* IT capability including Microsoft suite and familiarity of web-based applications which could be internal or external systems, e.g. YesPlan, Blue Lemon H&S
* Good all-round communication skills
* Considered and calm approach and ability to work under pressure
* Ability to work well in a team and independently, dealing with a diverse range of people at all levels

**Desirable**

* Experience in a customer facing environment
* Experience of cashing up

25-30 hours per week, flexible and will always involve evening and weekend work which is essential any applicant is able to undertake. The pay range is £13.50 to £14.50 per hour.

If you wish to be considered for the role please apply on email to hr@everymantheatre.org.uk sending your CV and a brief covering letter or email.

The closing date for applications is 20th June 2025