



**C** Entertainment Theatres Limited  
**A** 12 Palace Street, London, SW1E 5JA  
**T** 020 7592 0302  
**W** [www.theotherpalace.co.uk](http://www.theotherpalace.co.uk)

## **Job Description**

<b>Job Title:</b>	Front of House Manager
<b>Hours:</b>	40 hours per week, to include a minimum of 2 Duty Management shifts per week and an average of 1 weekend in every 3.
<b>Salary Band:</b>	£31,000 to £35,000 per annum
<b>Reports to:</b>	General Manager
<b>Responsible For:</b>	Deputy FOH Manager(s) Duty Manager(s) Ushers Security
<b>Internal Relationships:</b>	Bar Manager and Team Programme Manager Box Office Manager and Team Marketing Manager Technical and Buildings Manager and Team
<b>External Relationships:</b>	Cleaning Contractors Visiting Companies Merchandise suppliers Retail items suppliers Maintenance contractors

To apply please send your up-to-date CV and a cover letter outlining why you are suitable for the role by email to [careers@theotherpalace.co.uk](mailto:careers@theotherpalace.co.uk). Please include your current notice period (if any) and when you would be available to start. Interviews will be held on a rolling basis during the advertising period. It is suggested that interested parties apply early.

### **Main Purpose**

The Other Palace is looking for a motivated and enthusiastic FOH Manager to lead on the smooth delivery of the logistics of the theatre's Front of House operation (excl. Box Office and Bar teams) along with managing the smooth operation of the building and facilities.

The key elements of the role include:

- To be responsible for the day to day running and supervision of the Front of House department, including ensuring the safety and security of the building; Implementing and training the FOH staff on 'invacuation' and evacuation procedures;
- Ensuring consistent, first-class building presentation;
- To lead on consistent delivery of first-class customer service through effective training and motivation of FOH staff to commit fully to the highest service standards;
- In the absence of the Technical and Buildings Manager, to take responsibility for contractors working onsite for scheduled maintenance / inspections / audits under the direction of the General Manager and Technical and Buildings Manager;
- To be an active member of the H&S committee, working closely with the General Manager to manage and maintain the Venue's Health & Safety policies and procedures, ensuring that all operations and activities have suitable risk assessments, method statements and CDM plans and that these are followed, including incident and emergency plans. This includes being on the emergency call out list;
- Responsibility for all banking, stock management (excl. Bar operations) and cash handling procedures;
- To lead delivery of Front of House staffing and services as required by the programme of performances and events;



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- To ensure the smooth delivery of private hires, conferences, and private hire / event activities under the instruction of the General Manager and as advised by the Programming Manager;
- To support the General Manager and ensure the smooth operation of the FOH team including training and information, handbooks and procedure guides, departmental communications, leading department staff meetings, appraisals, and staff development.

### **General Information**

The Other Palace and Theatre Royal Windsor are operated as part of Bill Kenwright Ltd, one of the largest commercial theatre producers in the UK who acquired the theatre complex in October 2021.

The Other Palace is a lively, friendly, and inventive venue in London Victoria, featuring a 312-seat main theatre and a 120-seat studio theatre as well as a fully accessible bar. The venue is a place where the next generation of theatre-makers are encouraged, supported, and celebrated. The venue both produces its own productions as well as hosting and supporting new writing, new musicals, workshops, and engagement activities.

### **Responsibilities of the role include:**

1. To line manage the Front of House department, in line with the General Manager's guidance, supporting the General Manager with coaching and developing staff skills and experience, ensuring an innovative and 'can do' work culture and always ensuring the Venue delivers first-class customer service values and maximum revenue generation from ancillary sales;
2. Develop a strong working relationship with all other departments, supporting events and projects across all departments;
3. Support the delivery and implementation of the business plan and contribute to the development of any updated plan;
4. Play an active role in the FOH operations of the building as required by the programme of events, including scheduling of staff rotas, acting as Duty Manager for the purposes of evacuation responsibility and the running of performances on a regular basis (a minimum of 2 Duty Management shifts per week and an average of 1 weekend in every 3).
5. Create and maintain effective working relationships with suppliers, ensuring costs and supply meet the needs of the Venue and are delivered within budget;
6. Write, monitor and evaluate performance targets considering Spend per Head, Spend per Staff and individual products sales to maximise revenue for the Venue;
7. Undertake weekly financial reporting and ensuring that banking and cash handling procedures are undertaken correctly at all times.
8. Attend meetings as required including preparation of weekly information for management meetings as required/requested;
9. As the Front of House Manager, ensure that all hazards and maintenance issues relating to your department are identified and promptly reported to the Technical and Buildings Manager. You will also demonstrate you are committed to Health & Safety, leading by example;

10. Create a culture of pride in the workplace by always ensuring clean and well-presented public spaces within the building;
11. Support the ongoing development of the Front of House Handbook with guidance from the General Manager, ensuring procedures support compliance to licencing, food hygiene, safety, or other legislation and/or company policies;
12. Monitor and order as needed all FOH stock (ices, merchandise, programmes etc.), check deliveries & ensure stock is accurately entered onto the POS system, including updating cost of goods when required and providing sales reports to external companies as agreed;
13. Maintain accurate and up to date records of working hours, annual leave and absence, ensuring compliance with all statutory regulations in regard to working time directives and employment of young people. To effectively manage unplanned absences within the team, ensuring missed shifts are minimised and procedures for recording are followed;
14. Be a designated First Aider and Fire Marshall. Training will be provided if required;
15. It is essential that the holder of this role be a Personal Licence Holder or be prepared to gain and hold a Personal Licence;
16. It is a requirement that the holder of this role either hold an SIA licence or is prepared to undertake the training to acquire this;
17. Any other duties appropriate to the post and under the Equalities Act with due consideration to any employees with a "protected characteristic" and within the framework of equal opportunities.

#### **Personal Development:**

1. Ensure personal mandatory training is up to date;
2. With the help of the General Manager, review own work against the requirements for the role and identify any areas of development potential;
3. Alongside the Management Team identify areas where the department can expand and improve, taking on additional training and developing new skills required for departmental development.

## PERSON SPECIFICATION

<b>Position Title:</b>	<b>Front of House Manager</b>	<b>Date Reviewed:</b>	<b>20/06/2025</b>
<b>Department:</b>	<b>Operations / FOH</b>	<b>Reviewed by:</b>	<b>GR</b>

AF= Application Form		I = Interview	T= Test		
	REQUIREMENTS		Essential	Desirable	Assessed
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>				
1.1	At least 2 years' experience of working front of house or similar in a theatre or live performance venue (including live music).		✓		AF/I
1.2	Experience of supervising a team delivering customer service and FOH aspects of a theatre, music, or events venue. Including effective use of staff resource management and scheduling, line management, appraisal, and staff development processes.		✓		AF/I
1.3	Strong negotiation skills		✓		AF/I
1.4	A clear and solid understanding of applicable H&S legislation and best practice including risk assessments, CDM regulations, training and competency requirements, evacuation of public buildings and safe working practices.		✓		AF/T/I
1.5	Experience of running multiple large-scale events and hires including catered events, functions and performance-based events			✓	AF/I
1.6	Demonstrable experience of implementing and undertaking rigid and robust financial record keeping, cash handling and security checks.			✓	AF/I
1.7	Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries.		✓		AF/T/I
1.8	Experience of supporting marketing, promotions, and audience development strategies.			✓	AF/I
1.9	Excellent tact and skill in dealing with suppliers and external companies			✓	AF/I
1.10	Demonstrable experience of budgeting and cost control		✓		AF/T/I
1.11	The ability to multitask in a busy environment and excellent Microsoft office skills		✓		AF/I
1.12	Willingness to work evenings, weekends and Bank Holidays as required		✓		AF/T/I
<b>2.</b>	<b>COMPETENCIES</b>				
	<b>DECIDING AND INITIATING ACTION</b>				
2.1	a. Makes prompt, clear decisions which may involve tough choices or considered risks b. Takes responsibility for actions, projects, and people c. Takes initiative, acts with confidence, and works under own direction d. Initiates and generates activity		✓		AF/I
	<b>LEADING AND SUPERVISING</b>				
2.2	a. Provides others with a clear direction b. Sets appropriate standards of behaviour c. Delegates work appropriately and fairly d. Motivates and empowers others e. Provides staff with development opportunities and coaching		✓		AF/I

	f. Recruits staff of a high calibre			
2.3	<b>RELATING AND NETWORKING</b> a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict e. Uses humour appropriately to enhance relationships with others	✓		AF/T/I
2.4	<b>CREATING AND INNOVATING</b> a. Produces new ideas, approaches or insights b. Creates innovative products or designs c. Produces a range of solutions to problems d. Seeks opportunities for organisational improvement e. Devises effective change initiatives	✓		AF/I
2.5	<b>FORMULATING STRATEGIES AND CONCEPTS</b> a. Works strategically to realise organisation goals b. Sets and develops strategy c. Identifies and develops positive and compelling visions of the organisation's future potential d. Takes account of a wide range of issues across, and related to, the organisation	✓		AF/I
2.6	<b>COPING WITH PRESSURES AND SETBACKS</b> a. Works productively in a high-pressure environment b. Keeps emotions under control during difficult situations c. Balances the demands of work life and personal life d. Maintains a positive outlook at work e. Handles criticism well and learns from it	✓		AF/I
2.7	<b>ENTREPRENEURIAL AND COMMERCIAL THINKING</b> a. Keeps up to date with competitor information and market trends b. Identifies business opportunities for the organisation c. Demonstrates financial awareness d. Controls costs and thinks in terms of profit, loss and added value	✓		AF/I
3	<b>EDUCATION AND TRAINING</b>			
3.1	A minimum of 5 GCSE grade A*- C passes, including in English and Maths	✓		AF
3.2	Further level education in event management, theatre management or performing arts		✓	AF
3.3	Fire & Evacuation training		✓	AF
3.4	First Aid at Work qualification		✓	AF
3.5	Personal License Holder, or willingness to gain and hold a Personal License	✓		AF
3.6	Holds an SIA Security License or willingness to gain one.	✓		AF