



**Troubadour**  
THEATRES

TROUBADOUR WEMBLEY PARK THEATRE LTD

## **FRONT OF HOUSE MANAGER**

### **JOB DESCRIPTION**

**REPORTING TO:** Theatre Manager / Deputy Theatre Manager

**LOCATION:** Troubadour Wembley Park Theatre, 3 Fulton Road, London, HA9 0SP

**CONTRACT TYPES:** Full time, 40 hours per week across 5 out of 7 days Monday - Sunday, including evenings

**SALARY:** Circa £35,000 D.O.E.

Troubadour is a company which specialises in large-scale installation venues. We build and operate go-to destinations that are fully flexible, contemporary and with the ability to showcase world-class entertainment whilst providing a greater experience for all.

We're seeking an experienced, hard-working and motivated Front of House Manager, to oversee our busy operations at our busy receiving house, home to the resident production of Andrew Lloyd Webber's '*Starlight Express*'. This role will work closely with the Theatre and Deputy Theatre Managers, Bar Manager, Restaurant Manager and supervisors with the ethos of making Troubadour Theatres a go to destination for productions, hirers and events companies alike.

The right candidate will be excited to join a dynamic team in a unique venue, offering an exceptional experience to our customers. You will have a great attitude - leading from the front and creating a positive atmosphere of hard work, fun, trust and professionalism for the front of house department.

### **STAFF MANAGEMENT**

- Line management of the Hosts, Duty Managers and Supervisors.
- Owning the recruitment, appraisal and performance reviews of the front of house team as required, including contract delivery and right to work checks.
- Supporting with the planning and delivery of training for all FOH staff.
- Implementing development plans with promising individuals to retain and promote talent within the company.
- Run incentive initiatives and motivate staff to maintain morale and increase sales.
- Performing investigations, disciplinaries and grievance meetings when needed according to best practice and Troubadour Theatres policy.

### **DUTY MANAGEMENT**

- Duty manage 3 performances per week, this may increase during peak performance weeks or to cover holiday.

- As Duty Manager, lead the venue, theatre and bar teams, as well as security, ensuring standards of service are maintained at all times.
- Designate daily roles and responsibilities, ensuring all duties are completed successfully.
- Oversee the FOH operation and all guest activities during public hours, enforcing and upholding all relevant policies and procedures, in particular those relating to relevant health and safety and licensing regulations.
- Assisting the bar and merchandise sales team to ensure that customers are served in an efficient, warm and professional manner.
- Conduct thorough emergency drills, ensuring all staff are prepared in case of evacuation, lockdown, first aid scenario, show-stop or cancellation.
- Duty manage bespoke events as required, including private hires on dark days of the resident production.
- Responding to all escalated guest queries and complaints and endeavouring to resolve as much as possible whilst on shift before the guest leaves.
- Effectively communicating any shift actions that may need to be communicated onwards to the Theatre Management, Technical & Facilities Manager or Box Office Management.
- Liaising with the resident production company (Company Manager, Stage Manager) and accommodating their needs where possible.
- Undertaking any other duties as reasonably required.

#### **ADMINISTRATION AND FINANCE**

- Ensure FOH ancillary and merchandise sales records are reviewed daily, working closely with the merchandising partner to reconcile discrepancies and run the merchandise operation.
- Complete and check daily / weekly payroll, ensuring all data is accurate for the finance team.
- Assist the Bar and Restaurant Managers with the maintenance and upkeep of the till and PDQ systems.
- Oversee the merchandise management, ensuring good stock control, ordering systems and profitable margins, developing relationships with suppliers.
- Creation of a weekly staff rota for all the FOH team, effectively managing holiday entitlements, taking into account budgets and forecasts.
- Maintain shared email inboxes, ensuring all emails are redirected/responded to quickly and efficiently.

#### **ACCESS & EDUCATION**

- Coordination and delivery of additional education and outreach activity (e.g. workshops, tours, post-show talks).
- Assist with the planning and delivery of access performances and events.
- Ensure consistency in the performance of the access hosts for each performance, in the provision of additional support for access patrons.
- Encourage a positive and culture of diversity and inclusion within the team, for all staff and guests.

#### **HEALTH AND SAFETY**

- Ensuring all Health and Safety policies and systems of working are followed, reporting any breaches to the Theatre Manager.

- Maintaining accurate reporting of accidents, incidents and near misses using the theatres reporting system.
- Taking responsibility for Health and Safety of employees and customers visiting the venue.
- Take on a key role for creating and updating the emergency evacuation procedures of the Venue.
- Act as a first aider for the venue, and ensure the first aid provision is of a high standard.
- Periodically review the licensing training for all employees and ensure compliance with the licensing objectives and all premises license requirements.

## **PERSON SPECIFICATION**

### **REQUIRED:**

- Experience of working in a supervisory or management role.
- Confident, enthusiastic, professional and self-motivated.
- Ability to work under pressure and stay calm as well as prioritise tasks and using initiative.
- Excellent presentation skills and ability to speak to large groups.
- The ability to work flexible shifts, weekends and late evenings on a consistent reliable basis.
- Good, clear verbal communication skills with a confident ability to engage with both individuals and groups.
- Accuracy and attention to detail.
- Excellent timekeeping skills.
- H&S qualification.
- Over 18 years old.

### **DESIRABLE:**

- Valid First Aid qualification.
- Previous experience of a similar role in an arts organisation.
- Interest in theatre & the arts.

**To apply, please send a CV and a covering letter (no more than 1 page) to [simon.l@troubadourtheatres.com](mailto:simon.l@troubadourtheatres.com) and [tiannah@troubadourtheatres.com](mailto:tiannah@troubadourtheatres.com), with the email subject as 'TWPT FOH Manager Application'**

**Applications will close at midnight on Monday 1st September 2025.**

**Interviews will be held between Tuesday 2nd 2025 – Tuesday 9th September 2025.**