

Front of House Manager

Application pack

THE GRAND
THEATRE | BLACKPOOL



Photographer: Martin Bostock.

THE JOB

The Front of House (FOH) Manager is key to ensuring smooth theatre operations, overseeing over 150 performances annually.

You'll provide a welcoming experience for all visitors while maintaining the historic Grade II* listed building. Key duties include leading a team of theatre assistants, managing volunteers, overseeing bar operations, and ensuring compliance with safety and licensing regulations. You will also drive revenue through bar sales, identify new income streams, and help develop hospitality packages.

Collaborating with the Creative Learning team, you'll support community engagement and educational events, creating an inclusive environment for workshops and outreach

THE IDEAL CANDIDATE

The ideal candidate will be enthusiastic about creating exceptional experiences for visitors, with a warm and welcoming presence that reflects the theatre's brand.

You will be confident in decision-making, able to assess situations swiftly, and take immediate action when needed. Strong leadership skills are essential, as you will manage a team of paid staff and volunteers to ensure efficient FOH operations.

Experience in hospitality or the arts, particularly in revenue generation and bar operations, is required, with a proven track record of driving commercial initiatives. You must be able to anticipate challenges, plan for contingencies, and maintain smooth operations during unexpected events or emergencies. Excellent organisational skills are key, enabling you to manage multiple events and priorities with attention to detail.

programmes. As the FOH Duty Manager, you'll manage audience flow, ensure accessibility, and resolve operational issues during performances. You'll be responsible for cashing up, preparing reports, and ensuring compliance with health and safety regulations.

This role requires strong leadership, excellent organisational skills, and the ability to anticipate challenges. You must maintain a visible presence during performances, delivering exceptional customer service and resolving complaints and handling emergencies effectively. Your ability to manage both paid staff and volunteers in a fast-paced environment, while consistently exceeding customer expectations, will be crucial to your success in this role.

As a role model for customer service excellence, you will go the extra mile to delight customers. You must be committed to health and safety compliance, with knowledge of relevant legislation, including Martyn's Law, fire regulations, and licensing laws. Effective communication skills are a must, as is the ability to collaborate with colleagues across departments, including Creative Learning and Marketing.

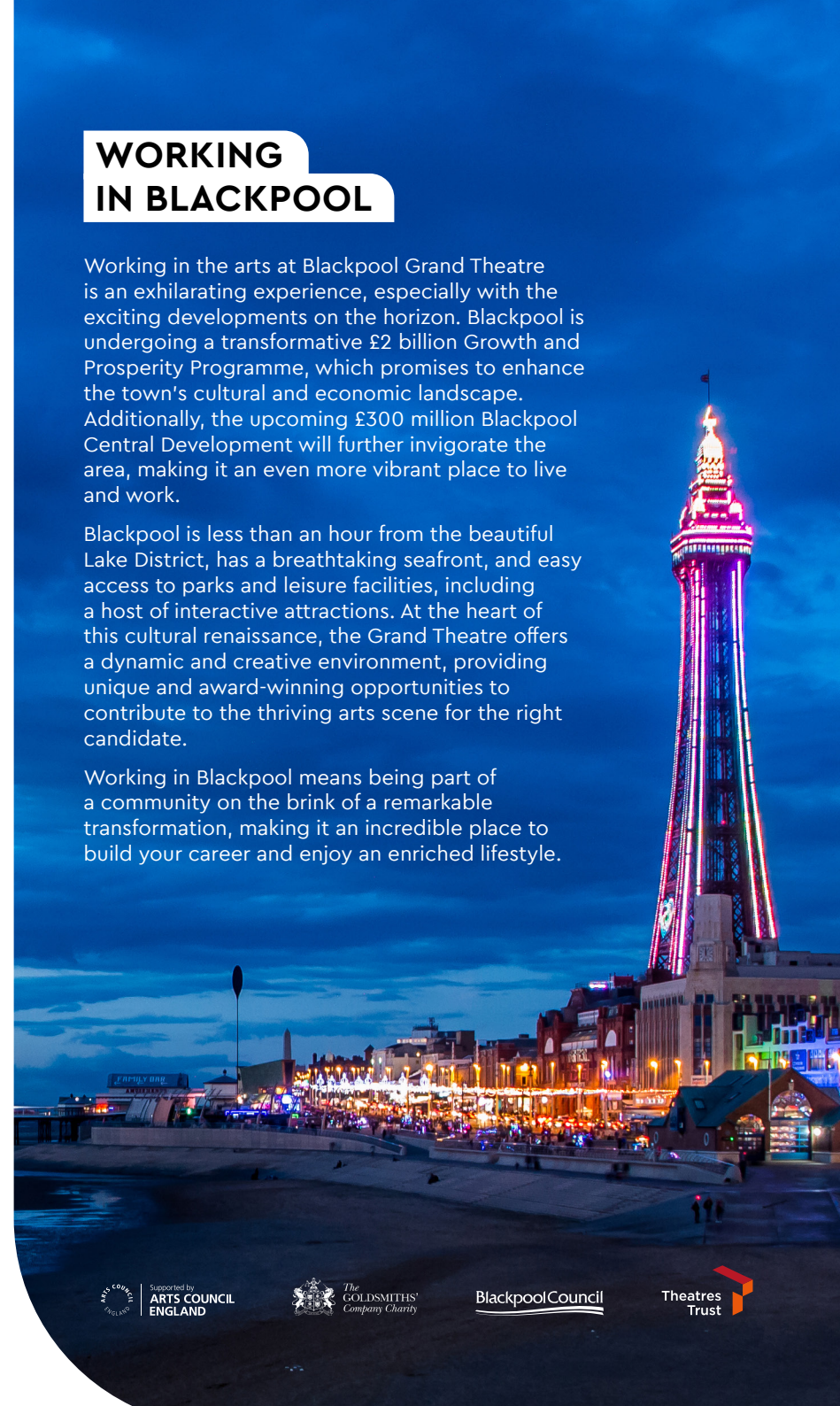
Experience managing volunteers and a passion for community engagement are advantageous. Familiarity with heritage buildings, health and safety training, and customer service qualifications are also beneficial, alongside proficiency in Microsoft Office and MS 365.

WORKING IN BLACKPOOL

Working in the arts at Blackpool Grand Theatre is an exhilarating experience, especially with the exciting developments on the horizon. Blackpool is undergoing a transformative £2 billion Growth and Prosperity Programme, which promises to enhance the town's cultural and economic landscape. Additionally, the upcoming £300 million Blackpool Central Development will further invigorate the area, making it an even more vibrant place to live and work.

Blackpool is less than an hour from the beautiful Lake District, has a breathtaking seafront, and easy access to parks and leisure facilities, including a host of interactive attractions. At the heart of this cultural renaissance, the Grand Theatre offers a dynamic and creative environment, providing unique and award-winning opportunities to contribute to the thriving arts scene for the right candidate.

Working in Blackpool means being part of a community on the brink of a remarkable transformation, making it an incredible place to build your career and enjoy an enriched lifestyle.



Supported by
**ARTS COUNCIL
ENGLAND**



Blackpool Council



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Blackpool Grand Theatre is at the heart of the cultural scene in the town, bringing fantastic shows to its audiences with many actors who have appeared on its stage going on to have hugely successful careers.

It also offers invaluable creative experiences to children and young people through its Grand Young Company and award-winning Story-led Resilience Programme helping to build confidence and skills. We're delighted to support the theatre as one of our National Portfolio Organisations and offer hearty congratulations on its 130th anniversary!

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Jennifer Cleary
Director, Combined Arts and North
Arts Council England

RESPONSIBILITIES

Front of House Leadership & Operations

- Oversee FOH operations for more than 150 productions annually, ensuring a seamless experience for audiences and a warm and hospitable welcome to visiting company members.
- Act as the FOH Duty Manager during performances and events, responding to any operational issues.
- Work in partnership with the Duty Technician to coordinate Get-In, Pre-Show, Show, and Get-Out activities safely, efficiently, and professionally.
- Ensure that you are a visible presence in and around the theatre for a minimum of four evening performances per week. Your availability should include afternoons, evenings, weekends, and Bank Holidays. Shifts will vary depending on performance schedules and operational needs, with late shifts finishing, on occasion, up to 1:30 AM (30 minutes after the theatre's license).
- Ensure the theatre's Grade II* listed status is respected, maintaining appropriate care for the building.

People Management

- Recruit, train, and supervise a team of Theatre Assistants, ensuring high performance and engagement.
- Manage and support a team of unpaid volunteers, fostering a positive and inclusive working environment.
- Develop rotas and schedules for FOH staff and volunteers, ensuring adequate coverage for all events, utilising their skills and knowledge appropriately and in line with budgeted staffing allowance.
- Lead daily team briefings before each performance or event, ensuring staff are informed about audience numbers, show details, accessibility needs, health & safety protocols, and revenue targets.
- Maintain ongoing communication with FOH staff and volunteers, providing regular updates, feedback, recognition, and development opportunities.

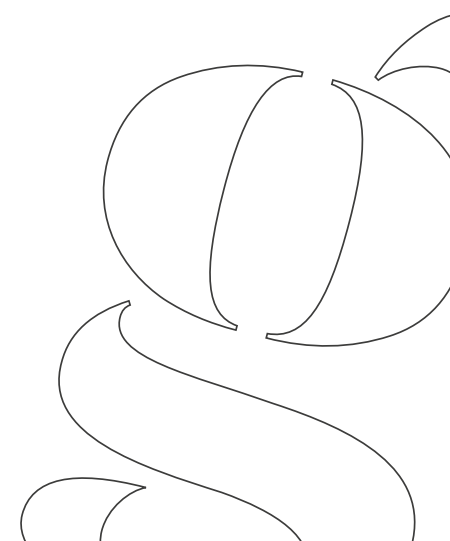
- Provide training in customer service, health & safety, emergency procedures, and counter-terrorism awareness.
- Attend all mandatory training, including First Aid, IOSH, SIA, and other health and safety training as required.
- Work with the Stage Door Receptionist to ensure adequate rota coverage for Stage Door shifts, particularly for evenings and weekends.

Customer Service & Audience Experience

- Be a highly visible presence in the theatre and lead by example in delivering warm, professional, and accessible customer service.
- Handle customer queries and complaints efficiently and professionally, minimising escalation and upholding the theatre brand through good decision-making and customer care under pressure.
- Work with the Box Office team to coordinate audience flow and accessibility needs.
- Ensure smooth entry, seating, and exit procedures for all patrons, including those with accessibility needs.
- Work with the Audience, Marketing, and Sales team to improve audience engagement and retention.
- Deal with emergency situations as they arise in a calm manner to ensure the safety and comfort of customers and employees at all times.

Bar, Retail & Revenue Management

- Oversee the management of the theatre's two bars, ensuring high-quality service, stock control, and compliance with licensing laws.
- Maximise bar revenue through strategic pricing, promotions, and stock management.
- Identify and implement additional income streams, optimising existing merchandise, experiences, and interval packages.
- Work with the marketing team to promote bar sales, membership schemes, and donation initiatives.
- Develop and oversee hospitality packages, including group bookings and VIP experiences.
- Explore sponsorship and partnership opportunities that enhance revenue and audience experience.
- Monitor sales trends, analyse performance data, and implement strategies to drive income growth.
- Collate orders for ice creams, confectionery, and bar products to ensure that our points of sale remain well-stocked and presented.
- Cash up the daily takings, compile the Cashiers Report, and ensure that the safe and all takings balance. Share the report with the Finance Team and Senior Management.



RESPONSIBILITIES CONTINUED

Health & Safety, Licensing & Compliance

- Ensure all FOH operations comply with health & safety legislation, fire safety procedures, and licensing laws.
- Train staff and volunteers in emergency evacuation procedures and counter-terrorism awareness. Monitor First Aid Certification for compliance and book training as necessary.
- Ensure the theatre meets the requirements of Martyn's Law, implementing appropriate security measures, risk assessments, and staff training in terrorism preparedness.
- As a Personal License Holder, oversee the responsible sale of alcohol, ensuring adherence to licensing regulations. Uphold the Responsible Alcohol Retailing policy, Alcohol Risk Assessment, and represent the Designated Premises Supervisor (DPS) when required.
- Carry out regular inspections to ensure the safety and comfort of patrons and staff.
- Compile and review risk assessments for the department annually, in line with the theatre's Health and Safety Policy.
- As a keyholder, and a member of the Call Out Team, lock the building down in line with the Lone Working Policy and in collaboration with Stage Door and the Duty Technician.

Creative Learning & Community Engagement

- Work closely with the Creative Learning team to support engagement and education initiatives.
- Assist in coordinating FOH support for community and learning events, including school visits, workshops, and outreach programs.
- Ensure FOH staff and volunteers are briefed on Creative Learning activities and understand their role in welcoming and supporting participants.
- Identify opportunities to enhance audience engagement through FOH initiatives, linking with Creative Learning programs.
- Help create a welcoming, inclusive environment that encourages learning and participation for all visitors.





WHY JOIN US?

If you're a talented and organised leader, this is your chance to make a significant impact in a fun, engaging atmosphere while advancing your career. Be part of a community on the brink of remarkable transformation and enjoy an enriched lifestyle in Blackpool.

Being part of the Blackpool Grand means you will be working collaboratively with visiting partners including The Royal Shakespeare Company, English Touring Theatre, Sadler's Wells Breakin' Convention,

PW Productions, ATG Productions, UK Productions, Ramps on the Moon, and Children's Theatre Partnership. We work with leading marketing companies EMG, DR5, Chameleon, Showplanr, Bound and Gagged, and Helen Snell.

If you're enthusiastic, proactive, and passionate, we want you on our team!



Employment

Full Time (40 hours inclusive of lunch break, to include evening and weekend working and a minimum of 4 evening performances per week. If you are required to work on a public holiday you will be entitled to time off in lieu by arrangement with your line manager).



Salary

£30,000 per annum.



Holidays

20 Days' holiday during each holiday year. In addition, you are entitled to 8 public holidays.



Location

Blackpool Grand Theatre (you may on occasion be required to work from home or in other places around Blackpool).



Reporting to

Head of Operations.

PERSON SPECIFICATION

What We're Looking For

- A warm and welcoming presence that reflects the theatre's values, creating a positive experience for visitors, staff, and volunteers.
- A confident decision-maker with the ability to assess situations quickly and take responsibility under pressure.
- Strong leadership and people management skills, able to inspire and engage both paid staff and volunteers.
- A proactive approach, anticipating challenges and planning for contingencies to ensure smooth operations.
- A commitment to customer service excellence, with a natural ability to delight and surprise customers.
- Excellent organisational skills with the ability to manage multiple events and priorities, while paying attention to detail.

Essential Criteria

- A warm and welcoming presence, with enthusiasm for representing the theatre.
- Confidence in decision-making and the ability to act quickly under pressure.
- Strong leadership and people management skills, with experience managing teams.
- Experience in revenue generation, bar operations, or commercial development within hospitality or arts settings.
- Proactive, forward-thinking, with the ability to anticipate and plan for challenges.
- Knowledge of health & safety, fire awareness, licensing laws, and Martyn's Law, with a commitment to compliance.
- Strong organisational skills and the ability to handle multiple events and priorities.
- Excellent communication skills, both written and verbal, with the ability to work across departments.

Desirable Criteria

- Experience working in a heritage or listed building.
- First aid and/or Personal Licence holder (or willingness to obtain).
- Familiarity with ticketing and audience management systems.
- Interest in theatre, education, and community engagement.
- Customer Service or Hospitality Management qualification (e.g., NVQ Level 3+).
- COSHH trained and DBS certification.
- Experience managing volunteers alongside employees.
- Defibrillator trained and food hygiene certificate.
- Formal Health & Safety Training to an intermediate standard.

Our Vision

Blackpool's Grand Theatre is to be a nationally recognised local resource committed to inspiring a life-long love of [the] theatre.

Our Mission

We offer opportunities to enjoy, participate and learn through theatre.

Our Values

Trustworthy | Respectful
Professional
Open and Honest
Welcoming and Helpful.





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Blackpool Grand Theatre is the premiere presenting theatre in Lancashire with a range of strong and established local, regional and national partnerships. We are proud to be an Arts Council England National Portfolio Organisation and winners of the UK Theatre Award for Excellence in Arts Education. We pride ourselves on being a theatre for everyone, enriching the lives of people through our work in Blackpool and beyond. With an entrepreneurial culture and an enterprising team, we have ambitious plans: investing in our people, our programme of activity and our iconic Frank Matcham designed auditorium. There is no better time to join and build your career with us as we embark on the next stage in The Grand's story.

Adam Knight
Chief Executive
Blackpool Grand Theatre.

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*The Olivier, Tony & Grammy award-winning best musical
Dear Evan Hansen.
Photographer: Marc Brenner.*

HOW TO APPLY

Blackpool Grand Theatre aims to attract, develop and retain the best talent for all roles and will always appoint based on merit. We consider that diversity is good for the art we make, good for artists, good for audiences, and good for the cultural sector.

Blackpool Grand Theatre is an equal opportunities employer. We value diversity in our workforce and positively encourage applicants from all sections of the community, particularly applicants under-represented across the arts workforce.

How to apply:

Complete our application form and equal opportunities form. You must fill in this form **as CVs and covering letters are not accepted.**

We want to make sure that our application process is accessible to everyone, so please do tell us if you need any of this information in another format.

Send in your application to us:

Email your application form to recruitment@blackpoolgrand.co.uk using the subject line **FOH MANAGER** or post the form to;
Administration
Blackpool Grand Theatre,
33 Church Street,
Blackpool,
Lancashire FY1 1HT

In your application, please tell us about your relevant skills and experience and how you meet the person specification.

Further information on how we use and store the data provided in your application form is available on our website blackpoolgrand.co.uk/jobs

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Pig Heart Boy
Photographer: Ali Wright