

# LAWRENCE BATLEY THEATRE HUDDERSFIELD



## We're recruiting

Visitor Experience: Front of House Manager  
(37.5hours)

Recruitment Information Pack

If you require a different format of this Recruitment Pack, please contact [recruitment@thelbt.org](mailto:recruitment@thelbt.org) for support.



## Who we are

We are a community of likeminded people who are passionate about regional theatre.

As a venue built by and for the people of Huddersfield we believe everyone has something to offer and by bringing together a variety of unique skills, magic can happen.

If you'd like to find out a little more about us, click here to watch all that we've achieved over the past year.

★★★★★ **"a game-changer"**

- The Telegraph on *What A Carve Up!*

**"My girls loved it (ages 5, 7 and 8). It was so much fun solving all the clues together. It's brought us together as a family."**

- Review of *Charlotte Holmes*



## About us

We are a mid-scale theatre in the heart of West Yorkshire that was created by and for our community. Within the building there are three performance spaces – the Main House seating 461 people, the Cellar Theatre with up to 120 seats and the Attic Theatre, with up to 60 seats – as well as a number of meeting and function rooms, Gallery space and our café bar, The Courtyard. The theatre is run by a team of approx. 90 full-time, part-time and casual staff and we are also incredibly proud and grateful to have an exceptionally loyal team of approx. 80 volunteers at the theatre.

Participation is absolutely at the heart of the organisation, and we do a huge amount of work both at the theatre but also in Kirklees more widely – all of this work is seen through a lens of tackling isolation and 'otherness' as well as building a stronger sense of community.

★★★★★ **"Impressively realised"**

- The Stage on *A Christmas Carol*

★★★★★

- The Guardian on *Nigel Slater's Toast*





## **Vision, Mission & Values**

### **Why we are here**

We're here to do our community proud.

We're here to share exciting and entertaining stories.

We're here to build a stronger sense of community.

We're here to encourage creativity, to nurture confidence, and to develop talent.

### **What are we aiming for?**

We want to be the creative heart of Huddersfield.

### **What makes us tick?**

We are friendly and welcoming.

We are inclusive, diverse and accessible.

We are collaborative.

We are locally rooted with national ambition.

We are brave and unafraid of taking risks



## Being part of our team

The Lawrence Batley Theatre is the home of live performance in Huddersfield and for Kirklees. We are committed to discovering and developing the best talent from across the sector. We work with people from all backgrounds and with all levels of experience and we're especially keen to hear from creative people who feel they are under-represented in UK theatre. We are a disability confident employer who welcome applications from people with a disability or long-term health condition.

To help support this we have a flexible working policy and will consider job shares, working from home and flexible working patterns wherever possible.

### We offer our team:

- On-site parking
- Discount in our theatre café/bar
- Free entry to selected performances at the theatre
- 20 days annual leave, increasing to 25 days after 1 year's employment and 30 days after 5 year's employment pro rata for part time employees
- Free 24-hour support service
- Training & Development opportunities tailored to you
- An additional day's annual leave for your birthday

# We're recruiting for...

Job title: Front of House Manager

Main purpose of job:

We are looking for an exceptional individual to join Lawrence Batley Theatre as Front of House Manager. You will be an inspirational individual with a passion for live theatre, events, customer service and hospitality.

The Front of House Manager supports Lawrence Batley Theatre's vision to be the Creative Heart of Huddersfield – a place where people meet, collaborate, create, and celebrate together.

The Front of House Manager forms part of the Visitor Experience Management Team and works closely with the Box Office Manager and Bars Manager to assist in the co-ordination and delivery of a high standard of customer service across all frontline areas.

This is an operational role with an emphasis on Front-of-House Duty Management, co-ordination of volunteers and general support in all Visitor Experience areas. This includes recruiting, training and managing of staff and stewards and upholding standards of sale, service and safety over live performances and events.

The role is:

**Responsible to:** Head of Visitor Experience

**Responsible for:** Visitor Experience Assistants, Duty Managers and Volunteer Stewards

**Working relationships with:** Head of Department, Visitor Experience Management Team, Technical and Facilities Management, Programming and Venue Hire

**Responsibilities:**

- Act as a Duty Manager for performance shifts
- Ensure timely running of shows and bar provision
- Be responsible for banking, stock and supplies
- Liaise with companies over selling of merchandise and all FOH matters
- Deal with complaints and disruptive behaviour according to policy and guidelines
- Be prepared to refuse entry or reject personnel from auditorium/theatre if necessary
- Provide public address if required, i.e. show stop
- Co-ordinate full emergency evacuations alongside Duty Technician
- Take responsibility for lock-up and security of the building

- Ensure all relevant fire, health and safety systems and procedures are in check and that staff and stewards are competent in emergency procedures and policies
- Act as first aider and fire warden
- Take responsibility for the general appearance and safety of public areas, adhering to marketing protocols for signage
- Collaborate on room set-up requirements
- Report to Facilities Management any maintenance issues
- Complete incident and accident forms accurately and feedback action taken/required
- Follow up on show handovers and reports and contribute to Operations Meetings as appropriate
- Support the aims and objectives of the Disability Discrimination Act 1995 and be pro-active in addressing Access needs
- Support the aims and objectives of the Licensing Act 2003
- Support policies on safeguarding vulnerable adults and children in the theatre
- Co-ordinate volunteer recruitment, training and engagement
- Produce and communicate steward rotas and be responsible for maintaining volunteer data
- Co-ordinate duty management team
- Produce and communicate management team rotas, working to agreed guidelines to adhere to budget and working conditions
- Co-manage all Visitor Experience Staff and adhere to HR policies and procedures and relevant administrative duties
- Actively engage with Senior Management to improve on standards and procedures in line with audience expectations
- Deputise for members of the VE management team in their absence
- Be presented as a professional and approachable member of V.E. Management at all work times

## Personal attributes:

### Essential

- At least 2 years' experience within an events and hospitality setting, including working knowledge of box office, bars and front-of-house operations, or proven specific experience in two of the above
- A proven track record of effectively managing budgets
- A demonstrable understanding of and passion for theatre or other live performance
- An understanding of working with volunteers
- The ability to develop connections and relationships with varied individuals/groups including colleagues, suppliers, and stakeholders
- Be highly organised with strong communication and administrative skills
- Have line management experience and an ability to motivate others
- Ability to work varied shifts when required, including weekends, evenings and Bank Holidays

### Desirable

- First aid trained

- Personal license holder
- Knowledge of the communities and audiences in Kirklees

## Terms & Conditions

**Salary:** £22,500 per annum

**Hours:** 37.5 hours per week

Hours will be flexible as evening and weekend work will be required. No overtime is payable but time off in lieu may be taken with agreement of line manager.

**Holidays:** Annual holiday entitlement is 20 days per year plus bank holiday entitlement. This increases to 25 days per year after the first year's service.

**Notice period:** Two months

Standard terms and conditions of the Lawrence Batley Theatre apply.

## Recruitment procedure & guidance

The Lawrence Batley Theatre's success is down to the passionate and creative people who make up our team.

All we ask is that those who want to join us are passionate about what we do, dedicated to local theatre and have an open mind.

These guidelines set out our approach to recruitment to give all potential applicants clarity about the standards and practices that are applied in our recruitment and selection processes.

### Job Description

The job description contains information about the main purpose of the role, covering as comprehensively as possible the responsibilities of the post holder and what skills are required in the performance of their duties.

### Essential and desirable attributes

This section of the recruitment pack lists the criteria that are required for someone to be able to perform the role to the required standards. The criteria are used in the shortlisting process and will inform the basis of the tasks/questions asked at interview.

### Equal opportunities

We actively promote equality of opportunity for all with the right mix of talent, skills, and potential and welcome applications from a wide range of candidates. Recognising that the theatre sector, including ourselves, has a great deal of work to do to become truly equal we issue an Equality Monitoring form to everyone who applies to us. This form is



anonymous and the information it contains is not considered as part of the selection process, however, after every round of recruitment we use the monitoring information we collect to understand who is and is not applying to our theatre – which allows us to identify areas in which our workforce is not representative of our community and developing ways of improving representation off the back of this.

## **Advertising vacancies**

All of our vacancies will be advertised for a minimum of one month where practically possible. As standard all posts will be advertised on our website, social media channels and Arts Jobs. On some occasions vacancies will be advertised on job's boards such as Guardian Jobs, Arts Professionals and Arts Marketing Association.

## **Application process**

For most of our vacancies we ask candidates to complete an application form to be considered for the role but in some circumstances, we may hold open recruitment days for certain posts.

## **Submitting your application**

Below are some tips for submitting your application:

- Complete all sections of the application form
- Type or write clearly in black or blue ink
- Try explaining any gaps in your work history
- In the Please tell us why you think you are suitable for this role section please tell us how your previous experience demonstrates your ability to fulfil the role you are applying for.

## **Shortlisting**

Once a vacancy has reached the closing date no further applications will be accepted. Before being reviewed we anonymise the applicant's name, educational institution and dates of study on each application. Applications are then reviewed by a team of at least two members of staff with direct knowledge of and skills relevant to the role being applied for. They will shortlist candidates based on the Job Description and application.

As soon as a decision has been made, we will contact shortlisted applicants to arrange interviews. Normally you would expect to hear from us within one to two weeks of the closing date if you have been selected for interview. If you do not hear from us within two weeks you have not been successful on this occasion.

## **Interviews**

The interview is an opportunity for us to get to know you and to better understand your skills, experience, knowledge, and abilities. Interviews are conducted by the same two or three people who shortlisted applications and will include the line manager of the post being advertised. One of the team will act as Chair which means they are responsible for ensuring any particular access needs for candidates are taken into account as well as ensuring interviews are conducted professionally, fairly and in line with our Recruitment

Procedure. The Chair also ensures that each panel member has an opportunity to give feedback on candidates in relation to the selection criteria and that those criteria and not any other factors are the basis for the panel's decision making. The Chair is also responsible for ensuring interview notes are completed for every candidate to help us record the panel's decision but also to enable us to provide feedback for all Interviewees so that you can understand the outcome of the interview.



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