

Front of House Manager Job description



Purpose of the Role

The Front of House Manager is responsible for audience and company care during public opening hours, and for managing the Front of House Duty Managers. Working closely with, and managed by, the Programme & Venue Manager (PVM), you will lead on making CPT a welcoming, accessible and safe place for patrons, taking ownership of patron experience, including strategy and innovation, and team management.

This is a fixed term, 12 month contract for 25 hours per week, annualised over the contract period. During busy periods, hours may increase up to a maximum of 37.5 hours per week, balanced by quieter periods to reflect programme delivery. Hours will be agreed in advance and will usually fall in the evenings Tuesday-Saturday. Regular evening and weekend availability is required.

Key Responsibilities

Front of House Leadership

- Act as the Senior FOH representative and Incident Controller during performances and events.
- Liaising with Visiting Companies to gather information and delivering pre-show briefings to the wider FOH team.
- Being the first point of contact for artists and audience members during public opening hours.
- Line Manage casual Duty Managers, ensuring they are briefed, supported, and working effectively.
- Hold ownership of ensuring a welcoming, safe, and inclusive environment for all patrons.
- Develop and update FOH procedures, in line with operational changes, ensuring up to date training across the team.

Income Generation

- Responsible for developing and delivering our bar and food sales strategy to achieve ambitious income targets for the organisation.
- Responsible for managing merchandise sales, coordinating with the Marketing Manager on stock and driving sales to hit our income target.
- Support in CPT's fundraising ambitions including taking responsibility for the in-person donations target.

Audience Care

- Ensure a welcoming and friendly atmosphere for audiences and visitors, providing clear and accurate information on facilities, running times, access features, and CPT policies.
- Oversee audience entry, ticket checks, latecomer policies, and seating plans.
- Act as the first point of contact for audience queries, complaints, and access needs.
- Act as the lead controller for any incidents, accidents or issues whilst on shift.

Venue Safety & Compliance

- Be responsible for the safe operation of the building during all events.
- Conduct pre-show and post-show building checks, including fire exits and public areas.
- Act as Fire Warden and first aider during performances, following emergency procedures if required.
- Responsible for ensuring the venue complies with licensing conditions, including capacity management.
- Complete incident and accident reports where necessary.
- Complete weekly fire alarm testing.
- Complete monthly legionella testing.
- Acting as a key holder, responsible for the secure opening and locking up of the building.
- Manage audience safety, including disruptive/antisocial behaviour.

Box Office & Ticketing

- Manage box office operations with the support of the Marketing Manager, including the running of company sales reports.
- Manage ticket sales, audience lists, and comp requests according to CPT policies.
- Liaise with the Marketing Manager around ticketing issues or audience queries.
- Ensure access ticket holders have up to date information on accessibility.
- Overseeing the answering of phone calls and FOH emails, leading on communication when necessary or appropriate.

Communication & Coordination

- Communicate effectively and accessibly with visiting companies, performers, and backstage teams.
- Take responsibility for independently remaining informed about CPT's programme and wider delivery, and for sharing that information with the FOH team.
- Act as an ambassador for CPT across all communication opportunities and formats.

Access & Inclusion

- Support the delivery of CPT's access policies, equality compliance, and best practice guidelines, working with the Executive Team to update and amend policies as required.
- Implement specific audience access requirements (e.g. seating needs, companion tickets, sensory adjustments).

Bar & Food Management

- Responsible for bar operations during performances, including managing staff.
- Maintain a clean, safe, tidy and customer-friendly bar environment.
- Manage stock takes of drinks and food, and ordering stock as required in line with the bar targets.
- Leading on compliance, including food safety and alcohol licensing whilst on shift.

Building & Housekeeping Duties

- Ensure FOH spaces (bar, foyer, toilets, rehearsal room, theatre) are clean, tidy, and ready for audiences and artists.
- Address maintenance issues or building concerns promptly, reporting those which cannot be independently resolved.
- Ensure signage, promotional materials, and show information are up to date and clearly displayed.
- Assist the PVM in overseeing the best possible use of the building, including the practical implementation of adjustments where required.

General Administrative Duties

- Complete manager reports documenting attendance, incidents, and operational notes, and provide handover information to staff teams.
- Assist with audience data collection and audience experience feedback when required, leading on audience surveys and developing strategies to improve audience data collection.
- Uphold CPT values, policies, and working practices at all times.
- Act as an advocate and ambassador for CPT at all times, ensuring that all staff whilst on shift do the same.

Personal Specification

Essential

- A passion for fringe theatre, and for giving a diverse range of audiences the best possible experience.
- Demonstrable experience in access and inclusion.
- Experience managing a team and working independently.
- Experience managing compliance, such as bar licensing or food safety, first aid and fire safety.
- Experience managing budgets and driving earned income.
- Experience of bar and Stock management.
- Experience using Spektrix, Eventotron, or similar ticketing systems.

Desirable

- Knowledge of theatre contracts
- Experience working with deaf and/or disabled stakeholders
- Experience with safeguarding
- A working knowledge of the wider theatre ecology.

Contract Terms & Benefits

Job Title: Front Of House Manager

Reports to: Venue & Programme Manager

Responsible for: Duty Managers (Casual)

Contract: Fixed term, 12 months. Part time - 25 hours per week annualised across the contract period.

Salary: £18,395 for 25 hours per week (£27,953 FTE) Annualised across the 12 months and paid monthly

Working Hours: 25 hours per week annualised across the year (1,300 hours per annum).

4 hours per week fixed. During busy periods, hours may increase up to a maximum of 37.5 hours per week, balanced by quieter periods to reflect programme delivery. Hours will be agreed in advance and will usually fall in the evenings Tuesday-Saturday.

CPT operates a Time Off In Lieu system and flexible working where appropriate

Probation Period: 12 weeks

Notice period after probation: 12 weeks

Holiday: 25 days pro rata per year plus bank holidays.

Location: Camden People's Theatre (5 mins from Euston & Warren Street)

Physical access: CPT's building has been designed to be wheelchair accessible throughout and all spaces can be accessed step-free.

Pension scheme: Nest Pension scheme: for eligible staff, CPT will contribute 3% of your salary when you contribute at least 5% of your salary.

Pre-work checks: Two satisfactory references; evidence of right to work in the UK.

How to Apply

To apply, please send a CV and a cover letter (no more than one page) outlining why you think you'd be good for the role, and why you'd like to join us to jobs@cptheatre.co.uk by **10am Tuesday 6th January 2026** and complete our [Equal Opportunities Form available via this link](#).

We welcome and encourage applications from individuals without formal education and/or who identify as working class, LGBTQ+, neurodiverse, disabled, d/Deaf, and Global majority* and/or migrant.

*This includes people of Black Caribbean, Black African, South Asian, East Asian, South East Asian, Middle Eastern, Arab, Latinx, Jewish, Romany and Irish Traveller heritage.

CPT can cover some access support costs to submit an application where required. Please contact jobs@cptheatre.co.uk with a quotation from your access support worker.