

Audience Experience Duty Manager - Front of House

HOW TO APPLY

We're trying to make our application process as open and accessible as possible, so if you are experiencing any barriers to accessing the information, and would like this pack in a different format, or would like to submit your application in a different way, then please contact our recruitment team via the email address below, or by calling us on 0151 706 9113. We're always happy to discuss any requirements that candidates may have as a disabled person; someone with parental or caring responsibilities; or other reasons, and we'll always try to make any adjustments possible to make participation easier.

Please read all the information in this job pack and then submit a CV and / or a covering letter or email to tell us about yourself and your experience; to share with us your reasons for applying for the post and any other information you believe is relevant. Please also state whether you are seeking a permanent or fixed term position.

We'll shortlist based on how each candidate meets the person specification and shows us how they would fulfil the job description, but we believe that even if someone doesn't have all the experience we're looking for, they might still have the values and qualities that would make them a great asset to the team, so please don't be put off from applying because you don't feel you have all the experience. If you'd like to have an informal conversation about the role in advance of application, this can be arranged via the email address below.

The deadline for applications is **Monday 24th August at 10.00am.**

Interviews will take place in Liverpool during the w/c **31st August 2026.**

Applications should be sent to: recruitment@everymanplayhouse.com

Please also complete the equal opportunities monitoring form via <https://www.surveymonkey.com/r/BY9TJRY>; a summary of our Equal Opportunity Policy is also available on the website. All applicants will be advised on the outcome of their application in writing. Any offer of employment will be subject to the receipt of evidence of the right to work in the UK as defined under current legislation.

HELLO,

Thank you for your interest in the role of **Audience Experience Duty Manager- Front of House**

It's a great time to join the theatres, run as a charity by the Liverpool and Merseyside Theatres Trust. We're a local creative powerhouse with national and international impact, driven by a love for theatre, our city, and the belief that theatre can transform lives.

We believe our theatres can be a vital focus for the communities in the Liverpool City Region, telling stories which are compelling locally and nationally, supporting and attracting talent and contributing to Liverpool's reputation as one of the country's most vibrant cultural cities.

Across our theatres – one a 440-seat thrust, the other a 670-seat proscenium – there's an opportunity to produce and present the richest range of work for the widest audience.

In 2026 – 27 we look forward to an ambitious and dynamic programme of work across all of our performance spaces, as we do our best to be a place where everyone in Liverpool can feel safe, heard and included in asking big questions about the world we're living in. Underpinning our artistic approach is a commitment to supporting creatives and producers from diverse backgrounds to develop more work with commercial and tour potential; and thereby achieve longer and more sustainable careers in the arts.

Read on to find out more. We look forward to hearing from you.



Mark Da Vanzo | Chief Executive
Nathan Powell | Creative Director
Ros Thomas | Finance Director

OUR VISION, MISSION, VALUES



OUR VISION

We will be the most relevant change making theatre, artistically innovative, talent enhancing, socially impactful, and representative of everyone.

OUR MISSION

The use of the power of theatre to inspire entertain and nurture positive social change.

OUR VALUES

COLLABORATIVE

We listen, we share, we co-create.

CREATIVE

We believe in the power of creativity to inspire and change lives.

COMPASSIONATE

We are open-hearted, generous and supportive.

COURAGEOUS

We are daring and brave - a voice for things we believe in.



LIVERPOOL
EVERYMAN



LIVERPOOL
PLAYHOUSE

DIVERSITY, EQUALITY & INCLUSION

We have established relationships in the communities of Merseyside, nurtured through an extensive and innovative outreach and education programme, and believe passionately that the creation, delivery and experience of the highest quality theatre must be open to all. We nurture and develop the artists and creative workforce for tomorrow through our award-winning Young Everyman Playhouse programme (YEP). YEP is much more than a youth theatre, it is a multi-disciplinary talent development programme. We want YEP members to progress to work in our theatres, on our stages and in the local theatre ecology, as well as influencing and making theatre nationally and internationally and bringing new ideas, work and practice back to Liverpool.



Tell Me How It Ends by Tasha Dowd
© Andrew AB Photography

"I was blown away by the talent of the young actors and the writer. It's wonderful that the Everyman supports and encourages young talent."

Audience Feedback on *Tell Me How It Ends*
by Tasha Dowd [YEP Graduate]



THIS IS NOT A CRIME (this is just a play...)
by YEP Actors 2023

"YEP is a place that had allowed me to create strong relationships with my peers and be part of a community that is compassionate towards one another. For these reasons being a part of YEP will help me improve my qualities not only as an actor but also as a person." Feedback from YEP Graduate

We are committed to diversity and equality and expect all staff to be active in promoting diversity and supporting people to experience our work and buildings. In 2020, we brought together a group of Trustees, staff and co-opted external members to form a [Diversity Action Group](#), considering the actions we could take as an organisation to progress our commitment to diversity. We recognise that our workforce is not as representative as we would like it to be and are committed to real and positive change.

What does this mean in terms of recruitment?

It means that some of the things we will do are:

- recognise that lived experience can be as valuable as industry experience or qualifications.
- actively advertise and promote jobs to specific groups or organisations.
- try to find long term progression routes within the company and identify opportunities for people to learn about the jobs we have available
- make sure that the Theatres are a safe space for all employees, and that everyone receives the support they need

What we won't do is:

- Shortlist applicants based on any protected characteristic if we don't believe they could do the job
- Offer someone a role solely based on them having a particular protected characteristic, even though we feel they're not suitable for it, and in which they won't thrive.

Most recently we've been working with the Anthony Walker Foundation to ensure staff receive anti-racism training, and that there is accountability and collective understanding of what anti-racist actions we can take as individuals and collectively as an organisation.

With all this in mind, we particularly welcome applications from ethnically diverse and disabled applicants, and we are a Disability Confident Employer. We are also a strategic partner with PiPA (Parents and Carers in Performing Arts – www.pipacampaign.org), who campaign to enable and empower parents, carers and employers to achieve sustainable change in attitudes and practices in order to attract, support and retain a more diverse and flexible workforce. We are always happy to discuss solutions that allow people to balance their caring responsibilities with their working lives, and we look for equity of opportunity for anyone living with a protected characteristic that has adversely impacted their employment opportunities.



JOB ROLE: Audience Experience Duty Manager – Front of House (21 hours per week – one permanent and one fixed term contract are available)

Responsible to: Audience Experience Manager – Front of House

Responsible for: No direct Line Management responsibility but supervisory responsibility for all working Front of House staff on duty

PURPOSE OF ROLE

- To oversee the Front of House operation of both Everyman & Playhouse Theatres alongside the Audience Experience (AE) management team.
- To ensure a friendly and efficient point of contact for all audiences, visitors and company members.
- To be responsible for the audience experience delivery for performances, providing a seamless and excellent experience for all our audiences.
- To ensure a safe working environment is always maintained regarding the health, safety and welfare of yourself and other people. When acting as the Responsible Person, this will include the safety of all visitors to the theatre.

VISION, MISSION & VALUES

Key to all roles within the Liverpool Everyman & Playhouse, is each person's absolute commitment to the organisational vision, mission and values which are as follows:

Our Vision

We will be the most relevant change-making theatre, artistically innovative, talent enhancing, socially impactful, and representative of everyone.

Our Mission

The use of the power of theatre to inspire, entertain and nurture positive social change

Our Values

Collaborative

We listen, we share, we co-create

Creative

We believe in the power of creativity to inspire and change lives

Compassionate

We are open-hearted, generous and supportive

Courageous

We are daring and brave – a voice for things we believe in.

Implicit is an absolute commitment to equality, inclusion and diversity, representative of the Liverpool City Region, advocating our role in its civic duty to the city.

MAIN DUTIES

Audience Experience and Operations

- Act as Duty Manager, supervising the Audience Experience team on duty for performances and events and being responsible for the standards of service they deliver and following the Theatres' procedures for the delivery of performances at any of the E&P spaces.
- Maintain the highest level of customer service and presentation at all times, for internal and external customers.
- Drive the management and delivery of our performance and rehearsal spaces and back of house areas, in keeping with agreed organisational and departmental KPIs.
- Ensure the front of house areas are of a high standard in cleanliness, appearance and facilities.
- Deliver training and inductions of new staff in line with the Everyman and Playhouse procedures and compliance regulations.
- Support the Hospitality and Events in team in ensuring merchandise is counted correctly, keeping up to date with online records.
- Carry out research and small projects for the Audience Experience Managers as required.
- Completion of health and safety surveys, inspections and risk assessments.
- Keep note of first aid supplies and re-stock as needed.
- Train security staff as required.
- Ensure audiences receive relevant opportunities to purchase additional products including merchandise, concessions, food and drink and promotion of up and coming shows and events to generate potential ticket sales.
- Ensure an up-to-date knowledge of all performances, campaigns and activities of LMTT.
- Act as an ambassador for the Theatres at all times, promoting diversity, inclusion, and access for all and playing your part in delivering the Theatres Safe Spaces Charter.
- Cover Audience Experience Assistant positions as needed during the operational delivery working flexibly when fulfilling contracted hours in an Assistant position.
- Act as the public face of the Audience Experience Team, ensuring all enquiries and feedback are managed efficiently, in a calm manner, always presenting a positive image to audience.
- Keep all information available to customers and visitors up to date, ensuring that all operational areas are always tidy and welcoming.
- Assist visitors with access needs as required.
- Act as Responsible Person* as required which includes being responsible for the safety of all visitors to the theatre and taking the lead in the evacuation in the

case of an emergency, ensuring all staff working in front facing roles are aware of their roles in such a situation.

- * Other duties for the Responsible Person will include:
 - opening and closing of the venue;
 - set up for and managing external and internal events, tours and performances;
 - supporting other team members by covering breaks, assisting with food delivery including preparation of food etc.
 - inductions of staff and visitors to the buildings.
 - central co-ordination of the evacuation of the premises, or any emergency situation, delivering the Responsible Person's duties as described in the Theatres' emergency procedures.
 - any other duties as required.
- Schedule and oversee the delivery of daily tasks for all areas of the operation. Signing off check sheets daily and ensuring that all work has been completed, presenting AE Managers with final declaration at end of week so any issues can be discussed/dealt with.
- Ensure a high standard of housekeeping is maintained in all audience facing spaces as well as all back of house areas used by the Audience Experience Team. Ensure that faults and defects with any equipment are reported.
- Support with management of stock including all merchandise. Signing for and managing deliveries, noting any stock refused for damage/short dated. Reporting this to AE managers so can be discussed with supplier.
- Support the Hospitality and Events team in the use of the Tevalis system to sell concessions, merchandise and food and drink.
- Act as the designated first aider whilst on duty.

Team Working and Management

- Ensure the well-being, motivation, professional development and satisfactory conduct of the team.
- Allocate daily tasks for all Assistant staff members working in the Audience Experience Team within your area.
- Support with the training of new and existing members across the Audience Experience Team, including people on placements or traineeships. To maintain SOPs and deliver training and development plans across the hospitality and events team.
- Help to make the Audience Experience team a happy, supportive working place which welcomes and values diversity and matches the values of the theatres.
- Monitor, respond and report on audience feedback.
- Brief Audience Experience Team as required on the company's events, food and drink offers, products and performances.

- Assisting the Audience Experience Managers to ensure all Audience Experience Assistants are well-trained in emergency procedures, disability and diversity awareness and Health & Safety procedures.

Compliance

- Record and report all accidents in line with company procedures.
- Maintain cleaning schedules and checklists.
- Support with the delivery of all company procedures and ensure instructions are fully understood and practised by Audience Experience Team.

Financial

- Set up floats in tills in collaboration with other Duty Managers and the Finance Department.
- Complete end of shift banking and float check process and cash reconciliation, following all departmental procedures for banking reconciliation.
- Respond to any queries regarding cash and card banking from the Finance Department.
- Undertake trips to the bank for cash deposits and change pick up.

General

- To support the wider activity of the Technical Department as required
- On occasion, work with the e&P Higher Education and community partners, sharing expertise and offering insight into your day-to-day working life.
- Supporting Young Everyman and Playhouse in the delivery of their programme on an ad hoc basis
- LMTT is committed to the safeguarding of children and people to whom we have an enhanced duty of care and therefore may at their discretion require any member of staff to submit a satisfactory enhanced check from the Disclosure and Barring Service (DBS), depending on the activities they are carrying out
- Work in the best interests of E&P at all times, and in accordance with company policy, the staff handbook, health & safety regulations, safeguarding, data and IT
- Be an effective representative of E&P in all situations and demonstrate the highest level of audience care, advocacy and service
- Take positive action to promote Equal Opportunities in all aspects of the work of E&P
- Maintain confidentiality in all areas relating to LMTT and E&P as appropriate

- Use best endeavours to improve sustainability and reduce negative environmental impact

This job description is not exhaustive and you may be asked to carry out any other duties as may be reasonably expected of the post; embracing change, and reacting to short-notice changes with a willingness to learn.

PERSON SPECIFICATION

Essential experience, knowledge and skills

- Must be over 18 years old and have right to work in the UK

Desirable experience, knowledge and skills

- Experience of creating a safe and welcoming space for people from all backgrounds
- Have a working knowledge of applicable Health and Safety issues and current legislation
- Be able to effectively manage multiple priorities
- Be an effective problem solver
- Be able to work flexibly in order to meet the needs of the Theatres' programme and occasional heavy work periods
- Have a proven record of delivering, and having a commitment to, high quality customer service and care
- A passion for promoting equality and diversity within the company and working with a diverse team.
- Be able to motivate a team as an effective team leader and member
- Have experience of cash handling and reconciliation
- Personal Licence holder
- A current first aid certificate
- Current fire awareness training
- A recognised qualification in health and safety management such as IOSH Managing Safely qualification
- A demonstrable passion for theatres and audiences
- Knowledge of Liverpool, Merseyside and the North West

MAIN TERMS AND CONDITIONS OF EMPLOYMENT

Tenure:	One contract is available on a permanent basis. One contract is available as a fixed term contract from early September 2026 – 31st July 2027. Both are subject to a probationary period of 3 months.
Reporting to:	Audience Experience Manager – Front of House
Salary:	£27 383 per annum, pro rata (actual £16 430 for 21 hours per week)
Hours:	21 hours per week. Evening and weekend working will be required according to theatre activity. Double time will be paid if you are rostered to work on a Sunday, a Bank Holiday, or after midnight at the request of your line manager. Otherwise no overtime is paid but time off in lieu will be given for hours in excess of the contracted hours.
Annual Leave:	28 days per annum, pro rata (inclusive of all statutory English bank holidays).
Notice period:	One week during probation; one month thereafter
Pension:	The Company operates an auto-enrolment pension scheme. This employment is not contracted out of SERPS (the State Earnings Related Pension Scheme).
Place of Work:	Mainly at the Everyman and Playhouse Theatres

Additional Benefits:

The Theatres offer several discretionary benefits including:

- Interest-free Season Ticket Loans with Merseytravel
- Membership of a healthcare cash plan: Paycare (including an Employee Assistance Programme and 24-Hour GP Telephone Consultation Service)
- Free and / or discounted tickets for performances
- Discounts on our food and drink offer

All other terms as detailed in Staff Handbook.

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EVERYMAN**

5-11 Hope Street
L1 9BH

**LIVERPOOL
PLAYHOUSE**

Williamson Square
L1 1EL

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We are a registered charity (1081229) and gratefully acknowledge the continued support of Arts Council England, Liverpool City Council, our donors, patrons, partners and our audiences.



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