

Audience Experience Duty Manager - Hospitality and Events

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 your preferred number of working hours.

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/VG96C65> ; 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- Hospitality and Events**

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- Hospitality and Events (contracts for either 21 hours or 14 hours per week are available)

Responsible to: Audience Experience Manager – Bars, Hospitality & Events
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 Hospitality 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 of all customer-facing areas covering Theatre Bars, events, and Street Café, 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

Leadership, Team Management & Staff Development

- Act as Duty Manager for all Hospitality and Events activity, supervising the Audience Experience team on duty for performances and events and being responsible for the standards of service they deliver.
- Ensure the well-being, motivation, professional development and satisfactory conduct of the team.
- Allocate daily tasks for all Assistant staff members working within the Audience Experience Team.
- 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. Present final declarations to Audience Experience Managers at the end of each week so any issues can be discussed and addressed.
- Complete show and event reports accurately and within required timescales.
- Provide clear and effective handovers to colleagues and stakeholders using agreed communication channels, including Microsoft Teams.
- Maintain accurate records of show and event activity, incidents, and operational updates.
- Communicate relevant information promptly to ensure continuity of service and operational effectiveness.
- Complete all mandatory and role-specific training within required deadlines.
- Keep knowledge, skills, and working practices up to date in line with organisational requirements.
- Support with the training of new and existing members across the Audience Experience Team, including people on placements or traineeships.
- Deliver training and inductions for new staff in line with Everyman and Playhouse procedures and compliance regulations.
- Maintain Standard Operating Procedures (SOPs) and deliver training and development plans across the hospitality and events team.
- Brief the Audience Experience Team as required on company events, food and drink offers, products and performances.
- Assist Audience Experience Managers in ensuring all Audience Experience Assistants are trained in emergency procedures, disability and diversity awareness, and Health & Safety procedures.
- Train security staff as required.
- Conduct inductions for staff and visitors to the buildings.

- Help to create a positive, supportive working environment that values diversity and reflects the values of the theatres.
- Cover Audience Experience Assistant positions as needed during operational delivery, working flexibly when fulfilling contracted hours in an Assistant position.
- Carry out research and small projects for the Audience Experience Managers as required.
- Ensure an up-to-date knowledge of all performances, campaigns and activities of LMTT.

Customer Experience & Audience Engagement

- Maintain the highest level of customer service and presentation at all times for internal and external customers.
- Act as the public face of the Audience Experience Team, ensuring all enquiries and feedback are managed efficiently and calmly, always presenting a positive image to audiences.
- Monitor, respond to and report on audience feedback.
- Ensure audiences receive opportunities to purchase additional products including merchandise, concessions, food and drink, while promoting forthcoming shows and events to support ticket sales.
- Keep all information available to customers and visitors up to date, ensuring operational areas remain tidy, welcoming and informative.
- Assist visitors with access needs as required.
- Act as an ambassador for the theatres at all times, promoting diversity, inclusion and accessibility, and supporting delivery of the Theatres Safe Spaces Charter.

Hospitality, Food & Beverage Operations

- Oversee and supervise food safety and hygiene within food service areas, maintaining high standards of food and drink preparation and delivery within the Audience Experience Team.
- Lead on food preparation and maintenance of hygiene standards in the absence of the Café Supervisor.
- Support the management of stock including merchandise, concessions and cellar operations, including changing barrels, stock rotation and ad hoc ordering where required.

- Sign for and manage deliveries, recording and reporting any damaged or short-dated stock to Audience Experience Managers for supplier follow-up.
- Utilise the Tevalis system daily to sell concessions, merchandise, food and drink.
- Support team members by covering breaks and assisting with food preparation and delivery when required.

Venue Standards & Housekeeping

- Ensure front of house areas are maintained to a high standard of cleanliness, presentation and functionality.
- Ensure a high standard of housekeeping is maintained in all audience-facing and Audience Experience back-of-house areas.
- Maintain cleaning schedules and checklists.
- Report faults and defects with equipment promptly and appropriately.

Health, Safety & Compliance

- Complete health and safety surveys, inspections and risk assessments.
- Record and report all accidents in line with company procedures.
- Support the delivery of all company procedures and ensure instructions are fully understood and consistently followed by the Audience Experience Team.
- Act as the designated First Aider whilst on duty.
- Act as Responsible Person as required, taking responsibility for the safety of visitors and leading theatre evacuations or emergency responses when necessary.
- Ensure all front-facing staff understand their responsibilities during emergency situations.

Responsible Person Duties

When acting as Responsible Person, responsibilities include:

- Opening and closing the venue.
- Setting up and managing internal and external events, tours and performances.
- Coordinating the evacuation of the premises and managing emergency situations in accordance with theatre emergency procedures.

- Supporting operational delivery by assisting with food service, covering breaks and providing general team support.
- Conducting inductions for staff and visitors.
- Undertaking any other duties as required.

Financial & Cash Handling

- Set up till floats in collaboration with other Duty Managers and the Finance Department.
- Complete end-of-shift banking, float checks 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 collection of change.
- Ensure accurate handling of cash and card transactions in line with company financial procedures.

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
- Bar experience
- Team leadership experience
- Have excellent people management, communication and motivational skills

Desirable experience, knowledge and skills

- Be able to motivate a team as an effective team leader and member
- Experience of creating a safe and welcoming space for people from all backgrounds
- A passion for promoting equity and diversity within the company and working with a diverse team
- Have a proven record of delivering, and a commitment to, high-quality customer service and care
- A demonstrable passion for theatres and audiences
- Bar experience at a supervisory level
- Have experience of cash handling and reconciliation
- Be able to effectively manage multiple priorities
- Be an effective problem solver
- Be able to work flexibly to meet the needs of the Theatres' programme and occasional heavy work periods
- Have a working knowledge of applicable health and safety issues and current legislation
- 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
- Knowledge of Liverpool, Merseyside and the North West

MAIN TERMS AND CONDITIONS OF EMPLOYMENT

Tenure:	These are fixed term contracts from early September 2026 – 31st July 2027. They are subject to a probationary period of 3 months.
Reporting to:	Audience Experience Manager – Bars, Hospitality and Events
Salary:	£27 383 per annum, pro rata (actual £10 953 for 14 hours per week; £16 430 for 21 hours per week)
Hours:	Multiple contracts are available at either 14 or 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.

**LIVERPOOL
EVERYMAN**

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**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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