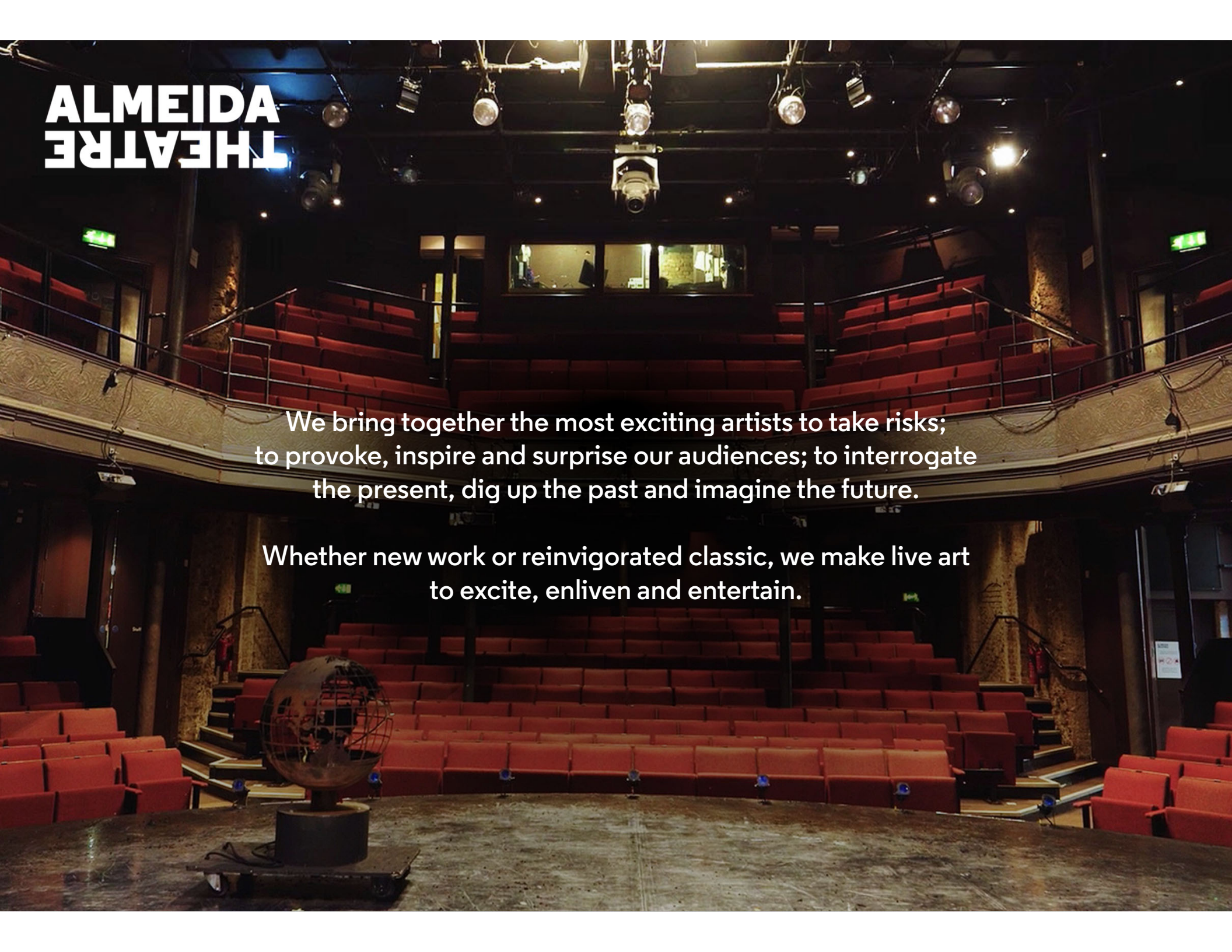


A nighttime photograph of the Almeida Theatre entrance. The building is a light-colored, modern structure with large glass doors and windows. Inside, a poster for the play 'BOY' is visible. To the right, there is a classical-style entrance with columns. People are walking on the sidewalk in front of the theatre, some blurred due to motion. The street is wet, reflecting the lights. The text 'ALMEIDA THEATRE' is overlaid in the top left corner, and 'Front of House Manager RECRUITMENT PACK' is overlaid in the bottom right corner.

**ALMEIDA  
THEATRE**

**Front of House Manager  
RECRUITMENT PACK**

# ALMEIDA THEATRE

A wide-angle photograph of the interior of the Almeida Theatre. The stage is in the foreground, covered with a dark, worn carpet. A large, ornate, spherical metal sculpture sits on a small stand in the center of the stage. The audience seating consists of red upholstered chairs arranged in several tiers, including a balcony. The walls are dark and feature some decorative elements. The ceiling is equipped with numerous stage lights and rigging. The overall atmosphere is that of a historic, intimate performance space.

We bring together the most exciting artists to take risks;  
to provoke, inspire and surprise our audiences; to interrogate  
the present, dig up the past and imagine the future.

Whether new work or reinvigorated classic, we make live art  
to excite, enliven and entertain.



# ABOUT THE ALMEIDA

**“A theatre to which everyone should take out a subscription”**

The Observer

**“Small but mighty, Islington’s Almeida Theatre is one of the most prestigious - and on form! - theatres in London, equally influential as a haven for great writers, great directors and great actors.”**

Time Out

The Almeida is a London theatre company with a national and international reputation for producing work of the highest standard - achieving recognition through consistent critical acclaim, increasing national reach, international profile, full houses and breadth of audiences.

Based in Islington, the Almeida Theatre began life as a literary and scientific society – complete with library, lecture theatre and laboratory. From the beginning, our building existed to investigate the world.

Under the new leadership of Artistic Director Dominic Cooke and Executive Director Ros Brooke-Taylor, the Almeida’s vision is to make bold work which challenges and questions the world we live in; bringing together the most exciting artists to interrogate, provoke, inspire and entertain audiences through new writing and reinvigorated classics.

While the Almeida is rooted in Islington, many productions continue beyond the walls of the theatre – either through West End or Broadway transfers, national and international tours, or digital capture. In addition to the main repertoire, there is a wide-reaching participation programme, including a range of creative opportunities and training for young people, and projects working with our local Islington community.



**“THE MOST  
DARING AND  
EXCITING  
THEATRE IN  
LONDON”**  
EVENING STANDARD

# WORKING WITH US



The Almeida is committed to being an inclusive and diverse organisation: representative of the community around us and a cultural home to all. We want everyone who works with us or visits us, to feel welcome and respected. And we want the imaginative work we present on stage to speak to the world we live in, with all its rich variety of voices and cultures.

This commitment to equality, and to a company culture which treats staff, freelance artists and audiences equally and fairly, goes beyond the Almeida. We are committed to upholding these values in the wider industry and to playing our part in creating a sustainable future for a more equitable theatre in this country. You can find out more about our Equality, Diversity and Inclusion Policy [here](#).

Everyone who works with us or visits us is expected to share in this belief and show it through behaviour towards others.

## STAFF BENEFITS

- Complimentary staff tickets to attend performances at the Almeida
- Staff discount in the Almeida bar and other local amenities
- Development programmes via e-learning platform, specialist in-person training and training opportunities
- Invites to company lunches and regular social activities
- Access to interest-free season ticket loan and cycle to work scheme
- Access to mental health and wellbeing advisors providing workplace counselling and support
- Eye test vouchers





# SUSTAINABILITY

**The Almeida Theatre is committed to reducing carbon emissions and minimising its environmental impact to support the Creative Green commitment to keep global temperatures below two degrees of warming.**

Our productions aim to follow the Theatre Green Book Baseline Standard Guidelines, striving to ensure 50% of all materials used in the production have a previous life and 65% have a future life. The set for *A Moon for the Misbegotten* was built from 100% reclaimed timber, and second-hand items.

Over the past 10 years, we've cut our energy use by 9% annually, saving 146 tonnes of CO<sub>2</sub>e each year – equivalent to driving 876,000 km in a diesel car or taking 146 economy flights from Paris to New York.

This comes as a result of an investment of more than £700k in capital improvements, including the installation of LED lights, upgraded boilers at the theatre, air handling units in our offices, decommissioning of gas boilers (saving 30 tonnes of CO<sub>2</sub> each year), and installation of new energy efficient windows and roofs.

Some of our future plans include installing solar panels in our offices, introducing LED lighting with motion sensors backstage and front of house, and enhancing the management of heating and cooling in the auditorium.

# PARTICIPATION

**Our Participation projects give opportunities to people of all ages to create theatre with some of the most exciting artists working in the industry today. All of our Participation programme is offered entirely for free.**

## YOUNG ARTISTS

We run a number of programmes for Young Artists aged 14 -25 – our Young Company for actors, as well as our Young Producers, and Young Designers and Technicians. Alongside every production, we also host Almeida For Free – an exciting festival for anyone aged 25 and under which gives young people the chance to see our productions for free and take part in a variety of masterclasses, workshops and panel discussions.

## SCHOOLS

Our new programme , Almeida Every Child, will engage with every Year 5, 7, 8 and 9 pupil studying in the borough across the next academic year. Our Schools offer is completely free to access and dedicated to local Islington schools.

## COMMUNITY

This year we present 1000 (Millennia) the final instalment of our Islington Trilogy community productions, celebrating Islington and featuring participants from our local community. 1000 (Millennia) will journey deep into our borough's history and reach far into our future to construct an imaginative, mythic Islington.



**“THE ALMEIDA  
PRODUCES HIT  
AFTER  
UNSTOPPABLE HIT”**

THE I



# **JOB DESCRIPTION:**

## **Front of House Manager**

### **Purpose of the role:**

The Front of House Manager is responsible for the successful operational management of the theatre Front of House (FOH) duty managing an average of four shows per week, managing the department, maximising income from FOH activities and venue management including cleaning and day to day maintenance of theatre FOH areas.

The Front of House Manager is a key operational leader within the venue, and we are looking for someone who can be self-motivated, with a collaborative and practical approach, flexible with a strong focus on solutions and a positive outlook to ensure delivery of an excellent customer experience.

### **Responsibilities include:**

- Lead on the management of the FOH area, including the day to day running of Almeida shows, events and any additional hires.
- Act as an Ambassador for the Almeida at all times, ensuring the events and front of house areas are in excellent order and implementing systematic checks throughout opening hours to ensure a high standard is maintained.

### **Staff Management**

- Oversee the FOH team to ensure we provide the highest level of customer service to our audiences, giving everyone who enters the building the best possible welcome and experience.
- Line manage the FOH team including the Deputy FOH Manager, Duty Managers, FOH Assistants and Security & Fire Officer(s), consulting with the Head of Operations as appropriate.
- Provide motivation and care for the whole team, creating a friendly and supportive team environment.
- With support from the Head of Operations manage the recruitment and induction of the team; ensure that new starters are properly inducted, trained, supported and reflect the diversity of our local community.
- Conduct annual appraisals, probationary reviews, and performance management meetings where appropriate.
- Organise and oversee regular training for the FOH team with a specific emphasis on providing high quality customer service and provide a comprehensive training in the Almeida's Health and Safety policies.
- Work with the Head of Operations to identify other training opportunities for the FOH team focusing on both collective and individual needs.

# **JOB DESCRIPTION:**

## **Front of House Manager**

### **Staff Management Responsibilities Continued**

- Take responsibility for communicating new Almeida production and event information to the FOH team, leading on regular staff briefings to ensure that information is shared effectively.
- Create and manage the working rota to ensure appropriate levels of staffing at all performances and events.
- Liaise with the Artistic, Development, and Participation teams to plan and execute appropriate FOH staffing provision for any additional or off-site events.
- Manage FOH payroll, including timely and accurate liaison with the Finance department regarding weekly payroll.

### **Operations**

- Attend dress rehearsals and liaise with Stage Management to compile key show information including running times, late entry points and content warnings. Ensure this information is shared with all the customer facing teams.
- Work with the Access Coordinator to plan and deliver access events, including relaxed, audio described and captioned performances.
- Ensure that production specific access information is in place and is shared, for example the location and access points for wheelchair users.
- Order appropriate levels of stock to be sold at the kiosk and across FOH including scripts, programmes and merchandise.
- Keep an accurate record of stock levels and manage the cash reconciliation of ancillary sales, including entering stock sold into Tessitura.
- With the Head of Operations, help with the management and review of support contracts such as security, pest control, cleaning etc.
- Ensure all FOH equipment is kept in good working order and is regularly checked and maintained, including ticket scanners, radios and uniforms.
- Flag and manage the resolution of operational building maintenance issues.

# JOB DESCRIPTION:

## Front of House Manager

### Operations Responsibilities Continued

- Manage and deliver Theatre Tours, liaise with all relevant departments regarding dates and content.
- Familiarisation of Building Management Systems (BMS) heating /ventilation / supply - adjusting levels according to day-to-day needs.
- Liaising with the Marketing team ensure that FOH areas and materials are up to date and in line with the Almeida brand guidelines.
- Work closely with Head of Operations and Bar Manager (Designated Premises Supervisor) to maintain Almeida Licensing Team, managing the relationship with Islington Council and adhering to conditions set in Premises License.

### Health & Safety

- Lead by example whilst on duty, informing the Head of Production and Ops Team when Health & Safety issues are not being addressed.
- Be responsible for the well-being and safety of the audience.
- Take responsibility with support from the Head of Operations for fire evacuation procedures while on duty reviewing and updating with the Head of Operations as necessary.
- Keyholder/responder in emergency situations (including out of hours)
- Support the Head of Operations to liaise with relevant Statutory Authorities to ensure compliance.
- Ensure all FOH staff are familiar with Almeida's fire and security procedures and that staff receive regular fire awareness and first aid training as required.
- Keep abreast of current Health and Safety legislation.



### EQUALITY, DIVERSITY AND INCLUSION

We want to create and sustain a productive, diverse and inclusive working environment. We ask everyone who works with us to champion this ambition and embed it in their day-to-day work being at the heart of our Actions for Change: Equality, Diversity and Inclusion policy and Anti-Racism Policy and monitored through our Action Plan.

### Reports to: Head of Operations

**Works closely with: Bar, Box Office, Technical, Marketing and Production teams**

# PERSON SPECIFICATION:

## Front of House Manager

### Essential

- It is essential to have a minimum of two years' experience of working in a producing theatre through FOH/Theatre management Company/Stage management, or General management.
- Experience of recruitment, induction, staff rota, training etc.
- Duty management experience within a live performance environment.
- Demonstratable experience in delivering excellent customer care to a range of customers, adapting approach to best suit their needs.
- The ability to lead, motivate and support a large team.
- Excellent communication skills with the ability to engage colleagues, visiting artists and freelancers as well as customers and members of the public.
- A calm, positive and solutions-focused approach in challenging situations.
- The ability to act with tact and diplomacy.
- Well organised with a strong attention to detail.
- Ability to work a flexible work pattern, including regular evenings and weekends.
- A working knowledge of Health and Safety at work.
- IT proficient with a strong working knowledge of Microsoft Outlook, Word and Excel.
- Knowledge of GDPR.

### Desirable

- First Aid at Work certification.
- Fire Marshal / Safety certification.
- Health & Safety certification.
- An interest or passion for theatre and events.
- Security Industry Authority (SIA) Door Supervisor Licence .



# **PERSON SPECIFICATION:**

## **Front of House Manager**

### **RENUMERATION AND HOURS**

This post is offered as a permanent full-time role.

- Salary £42,000- £44,000 (depending on experience).
- Hours: 40 hours per week Monday to Saturday, including an average of four duty management shifts per week.
- Holiday: 25 days per annum.
- Probation: 6 months.
- Notice period: 12 weeks .
- Pension: As part of auto-enrolment you may be eligible for NOW pension. The Almeida contributes 3% of basic salary to a stakeholder pension scheme, (Scottish Widows), following 6 months service and successful probationary period. You have the option of opting out of joining a pension scheme if you prefer.
- Other benefits: Season ticket loan, theatre tickets, staff discount in the Almeida bar and other local amenities.
- Location: This position is based at Almeida Theatre, Almeida Street, London, N1 1TA and Almeida Offices, 108 Upper Street, London, N1 1QN.

# ALMEIDA THEATRE

**APPLY NOW**

Submit your application by Tuesday 1<sup>st</sup> September 12pm via our [application form link](#).

Any questions, please contact [generalmanagement@almeida.co.uk](mailto:generalmanagement@almeida.co.uk)

