



Trainee Front of House Manager

October 2023

Six month paid trainee post

34 hours per week

£13.08 per hour (starting rate)

The Criterion Theatre Trust welcomes thousands of visitors each year to our productions, as well as to a variety of other events including showcases, workshops and readings.

This training scheme is aimed at an individual who has an interest in a career in theatre front of house management. They may already have some experience as a front of house team member (although not required) wishing to gather experience and qualifications to be able to progress into a career in theatre management

The Theatre Managers and Front of House team are responsible for the smooth running of the theatre during all performance times, ensuring that our customers, company, and other theatre users experience a safe, pleasant and enjoyable visit to The Criterion.

In so doing they will:

- Ensure safe working practices are adhered to at all times.
 - Ensure the highest standards of customer care at all times.
 - Comply with all company policies and codes of practice.
 - Comply with Health & Safety and Licensing regulations
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This six-month training scheme will involve training through working with our Theatre Managers in a busy theatre environment. Work will include evening and weekends as well as day time administration shifts.

Taking on this post will involve commitment from the trainee - demonstrating an active interest in learning and making the most of the opportunities presented. Assessment reviews will be carried out at regular intervals.

At the end of the six months the trainee will have:

- Experience in working in front line customer service
- Duty management experience with an understanding of licensing and health and safety legislation
- Confidence in dealing with the public, theatre professionals and team management
- Understanding of theatre sales, stock management, marketing and front of house systems
- First Aid training
- Personal license holder
- Venue management experience including fire safety and evacuation procedures.
- Support in updating their CV, job applications and interview preparation

2 x 5 hours shifts and 3 x 8 hours shifts a week, scheduled over five days Tuesday to Sunday

Will involve some time on training courses. First aid training and personal license application costs will be covered by the Trust provided the full six-month course is completed.

Starting rate of £13.08 per hour for a 34-hour week, work on Sundays paid at time and a half.
