



Trainee Front of House Manager

September 2024
Six month paid trainee post
34 hours per week
£14.00 per hour

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, operations of a Theatre or arts venue. They may already have experience as a front of house team member but this is not essential. The ideal candidate will be wishing to gather experience and qualifications to be able to progress in 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, Fire Evacuation procedures and Licensing regulations.
 - Ensure stock management and cash handling procedures are adhered to.
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This six-month training scheme will involve on the job training working with our Theatre Managers in a busy theatre environment. Work will include evening and weekends in which you will learn about the responsibilities of Duty Management as well as day time administration shifts.

You will play a part in the direct line management of FOH Assistants and Stage door keepers. So you will take the time getting to know the teams whilst understanding strengths and weaknesses of individuals which in turn will help you indicate training needs for the team. You will be involved in staff appraisals, return to works and performance management when required with Theatre Management.

You will spend time working and shadowing with other departments at the Theatre including Box Office, Finance, Stage Door, Fire officer and Front of House to help you understand their roles and the part they play in ensuring the successful operation of the Criterion Theatre.

There will be occasional external hires/events including the Criterion New Writing programme, Eastside Spoken Word and a variety of others which you will have the opportunity of facilitating with the Theatre Management. This will give you an insight into utilising the venue's potential, the importance of community outreach and building of relationships with a multitude of clients and producers.

As there is a large focus on stock management and bar sales including merchandise, you will have the opportunity of meeting different suppliers, whilst being able to understand the needs of different audiences and the trends of bar sales by looking at sales reports with the Theatre Management. This will also play a key part in helping understand how to process orders.

You will get the opportunity to take part in short placements at other venues the Criterion has relationships with, to help understand how different venues operate.

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
- Operations knowledge of a West End Theatre
- Duty management experience with an understanding of licensing and Health and Safety legislation



- Confidence in dealing with the public, theatre professionals, producers, suppliers and team management
 - Understanding of theatre sales, stock management, point of sale, marketing and front of house systems
 - First Aid training
 - Personal license holder
 - Building management experience including fire safety and evacuation procedures
 - Office & Admin Skills
 - Fire Safety & Evacuation procedures experience
 - Support in updating their CV, job applications and interview preparation
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Working Days – Scheduled dependent on the production schedule.
2 x 5 hours shifts and 3 x 8 hours shifts a week - 34 hours total
Shifts will be combined with some daytime and mostly evening shift patterns.

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

£14.00 per hour for a 34-hour week, work on Sundays paid at double time , employer auto enrolment pension contributions.
