

Criterion Theatre Trust



Currently seeking:

TRAINEE FRONT OF HOUSE MANAGER

Join the Front of House Team at the Criterion Theatre Trust.

We're currently looking for a Trainee Front of House Manager to join our team. This is a fantastic opportunity to gain hands-on experience in a busy West End theatre and provide valuable support to our Theatre Management Team.

WELCOME TO THE CRITERION THEATRE TRUST



Thank you for your interest in joining The Criterion Theatre as Trainee Front of House Manager.

Since 1874, the Criterion has stood at the heart of London's West End—an intimate, historic venue that has delighted audiences for generations. From our remarkable productions to our beautifully preserved auditorium, the experience we offer begins the moment a guest walks through our doors.

As Managing Director of The Criterion Trust, I'm incredibly proud of the warm, professional, and welcoming environment we've cultivated—both on stage and off. Our Front of House team plays a vital role in bringing the theatre to life for every guest who walks through our doors.

This role is more than a stepping stone—it's an opportunity to be part of a theatre with history, heart, and high standards. As a FOH Manager Trainee, you will be supported, encouraged, and given the chance to grow your skills in a unique and inspiring setting. Whether you're taking your first steps into theatre or looking to build a meaningful career in the arts, we're committed to helping you thrive.

We are looking for individuals who are warm, attentive, and enthusiastic about working in a live theatre environment. If you are eager to learn, enjoy engaging with people, and take pride in delivering excellent service, this Front of House Trainee opportunity could be the perfect first step in your journey.

Welcome to The Criterion Theatre Trust!

Kind regards,

Fiona Callaghan

Managing Director

ABOUT THE CRITERION

Nestled in the heart of London's West End, The Criterion Theatre has been a beacon of theatrical excellence since 1874. As custodians of this iconic space, The Criterion Trust is committed to preserving its rich legacy while ensuring it continues to inspire generations to come.

An Iconic West End Stage

- Located in the heart of Piccadilly Circus
- A Grade II* listed building with a unique underground auditorium with 590 seats and two bars
- A platform for bold new voices and acclaimed international work
- Home to long-running successes, from comedies to classics
- Committed to broadening engagement with the arts—through community outreach, education initiatives, and opportunities for emerging talent to develop and perform on the Criterion stage

Whether launching a debut play or hosting renowned productions, The Criterion remains one of London's most beloved venues.

OUR VISION

To be a celebrated centre of theatrical excellence, bringing unforgettable live performances to diverse audiences and nurturing a vibrant, inclusive community of theatre professionals.

OUR MISSION

To preserve and celebrate the rich heritage of the Criterion Theatre, while fostering artistic innovation and providing exceptional opportunities for talent development, audience engagement, and community connection.

OUR VALUES

Heritage | Excellence | Inclusivity | Creativity | Collaboration



WE ARE THE CRITERION THEATRE TRUST



THE TRUST

Founded in 1992, The Criterion Theatre Trust is a charitable organisation established to preserve the integrity and purpose of the historic Criterion Theatre. The Trust oversees the care, programming ethos, and long-term vision of this treasured West End venue.

Governed by a dedicated Board of Trustees, the Trust is responsible for the theatre's preservation, creative direction, and continued cultural relevance. Beyond maintaining the fabric of the building, the Trust is committed to enriching the wider arts landscape—championing community outreach, education initiatives, and providing opportunities for emerging talent to grow and perform on the Criterion stage.

All profits from theatre operations are reinvested into maintaining the building, improving sustainability, and supporting the Trust's wider engagement work, ensuring the Criterion remains a vibrant, accessible space for generations to come.

OUR ORGANISATION AND CULTURE

The Criterion Theatre Trust is a close-knit organisation with a dedicated team of around **40 employees** across all departments. We operate with a flat hierarchy that fosters open communication and collaboration at every level—from the Managing Director, through Departmental Heads and Deputy Heads, to Managers, Assistants, Trainees and our Front of House team.

This structure creates a supportive environment where ideas and feedback are encouraged, helping us maintain a positive and inclusive workplace culture that allows individuals to learn and grow. We support personal interests and offer opportunities for funded training to help our team develop their skills.

The Criterion is a vibrant and welcoming venue, regularly hosting new show runs and welcoming a diverse range of artists and visitors. We are committed to ensuring that everyone who comes through our doors feels included, valued, and part of our creative community. Sustainability is also a key priority for us, and we continually strive to reduce our environmental impact through responsible practices across all areas of our work.

We are also committed to fair and professional employment practices, adhering to the **SOLT/BECTU Agreement**, ensuring clear and equitable working standards for all. Our passionate team is united by a genuine appreciation for theatre and a shared desire to create memorable experiences for both artists and audiences.

Terms and Conditions

POST

Trainee Front of House Manager

REPORTING INTO

Theatre Manager

CONTRACT TYPE

6-month paid training placement

START DATE

September 2025

HOURS

34 hours per week, including a mix of some daytime and mostly evening shifts. 2 X 5 hours shifts and 3X8 hours shifts.

LOCATION

Criterion Theatre, Piccadilly Circus, London

SALARY

£14.58 per hour (Sundays paid at double time)

OTHER BENEFITS

- 20 days paid annual leave (pro rata) plus bank holidays
- Funded First Aid and Personal License training
- Off-site and cross-department training opportunities
- Employee Assistance Programme – confidential wellbeing and mental health support
- Auto-enrolment pension contributions & salary sacrifice scheme
- Personalised career support and job application guidance upon completion

Application Process



APPLICATION

We're excited to welcome a new Trainee Front of House Manager to our team!

To apply, please send:

- Your CV
- A short personal statement (about 300 words) telling us a little about yourself, why you're interested, what you can bring to the role, and what you hope to gain.

Email your application to: recruitment@criterion-theatre.co.uk with the subject line: Trainee FOH Manager Application – Your Name

INTERVIEWS

There will be a two-stage interview process, with first-round interviews taking place in the **first week of August 2025**.

START DATE

Beginning of September 2025

If you have any questions or need this information in another format, please contact Aileen Zainiuddin via email aileen@criterion-theatre.co.uk or phone 020 7839 8811— we're happy to help.

We are proud to be an equal opportunities employer and committed to creating a welcoming, inclusive environment where everyone is treated with respect and fairness. We warmly encourage applications from people of all backgrounds and experiences.

JOB DESCRIPTION



ABOUT THE ROLE

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 DOING SO, YOU 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.

- 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.

You 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 your CV, job applications and interview preparation



PERSON SPECIFICATION



Competency	Essential
Knowledge & Experience	<ul style="list-style-type: none">• Interest in theatre management or venue operations; willingness to learn• Basic understanding of theatre or arts venue operations.
Communication Skills	<ul style="list-style-type: none">• Ability to clearly communicate with diverse teams and public• Confident verbal and written communication; approachable and professional
Qualifications	<ul style="list-style-type: none">• English language proficiency; eligible to work in the UK• Willingness to undertake training (e.g., first aid)
Planning & Organisation	<ul style="list-style-type: none">• Able to manage shifting priorities and schedules effectively• Punctual; reliable; good time management
Technical	<ul style="list-style-type: none">• Basic IT literacy; willingness to engage with stock and sales reports• Comfortable with using POS, Microsoft Office or similar systems
Teamwork & Motivation	<ul style="list-style-type: none">• Positive attitude;• Willing to work evenings/weekends• Works collaboratively; takes initiative in team settings
Values & Attitude	<ul style="list-style-type: none">• Eagerness to learn; proactive in development opportunities• Genuine interest in the arts; openness to feedback; respect for diversity

Testimonials



“Having a mix of being supervised by other Duty Managers and gradually taking on tasks independently was really helpful. It gave me the confidence to manage on my own and showed me where I still needed to grow. I’m definitely most confident during show times and in the front of house space — I feel comfortable managing the team and supporting customers.

Overall, the scheme has been really beneficial and clearly works — I’ll be moving on to a management role at another theatre.”

Trainee 2023/2024

“The traineeship offered both practical development and training in key qualifications and legal know-how. The programme was clearly structured, and the training plan I received at the start helped me prepare mentally for what I would learn each month. The training has been an incredible experience — I feel I’ve grown both professionally and personally, and now have a real advantage stepping into theatre management from a supervisory background.

Before the training, my applications for supervisor roles got interviews about 40–50% of the time, but I wasn’t getting interviews for management positions. After completing the traineeship, my success rate for management role interviews rose to around 60–70%. In other words, this training is a huge asset on your CV.”

Trainee 2024/2025

Previous participants have successfully transitioned into full-time roles within the industry.

OTHER INFORMATION



Our Commitment to Equality, Diversity & Inclusion (EDI)

The Criterion Theatre Trust is an equal opportunities employer. We are committed to fostering a culture where equality, diversity and inclusion are not only respected but actively celebrated. We believe that a wide range of lived experiences, voices and perspectives enriches our organisation and the work we do.

We particularly encourage applications from individuals who are underrepresented in the arts and cultural sector, including but not limited to: people from Global Majority backgrounds, Deaf and disabled people, LGBTQIA+ communities, and those from under-represented socio-economic backgrounds.

Recruitment and Selection

All recruitment and selection processes at the Criterion Theatre Trust are conducted in a fair, transparent, and inclusive manner. Our aim is to select the best candidate for the role based on merit, skills and potential, while ensuring no applicant is treated less favourably due to protected characteristics such as age, disability, gender identity, sexual orientation, race, religion or belief.

Applications are anonymised wherever possible during the shortlisting stage, and we make reasonable adjustments to support applicants with access needs through every stage of the recruitment process.

Right to Work in the UK

All applicants must have the legal right to work in the UK. You will be required to provide documentation confirming your eligibility before any offer of employment can be finalised. Unfortunately, we are unable to sponsor visa applications for this role.

Disclosure and Barring Service (DBS)

For certain roles, particularly those involving regular contact with children, young people or vulnerable adults, we are required to carry out a Disclosure and Barring Service (DBS) check. Where this is a requirement of the role, it will be clearly stated in the job description or person specification. Any offer of employment for such roles will be subject to a satisfactory DBS check.

Find Out More

To learn more about the Criterion Theatre, our values, our current productions, and the history of our venue, please visit our website:

<https://www.criterion-theatre.co.uk/>

Thank you for your interest

Becoming part of The Criterion Trust means joining a legacy. It means shaping the stage where stories come alive – stories that uplift, challenge, and connect. If this excites you, we'd love to hear from you.