



**TOBACCO
FACTORY
THEATRES**

JOIN THE JOURNEY...



Tobacco Factory Theatres is a place of welcome and wonder. A safe and inspiring place to share stories and be creative. Based in the iconic Tobacco Factory in South Bristol, our work connects people through the power of live theatre and the arts.

We present over 300 performances annually to audiences of over 50,000 including bold in-house productions and co-productions with nationally respected companies. We also receive many of the country's top touring performances, from exciting new work to comedy, music, spoken word and work for families.

We have two dynamic spaces, The Spielman which houses our experimental and engagement programme and The Factory, a flexible and unique space which presents work in a variety of ways including our distinctive 'in the round' configuration.

Over 400 local creatives take part in our Artistic Development programmes; including our Acting and Writers Labs and city wide Artist Membership scheme. We are proud to offer thousands of creative learning and participation opportunities to local people through our Get Involved programme from regular workshops to bespoke offers.

In 2023, we made our work more accessible than ever with 1,377 financial difficulty tickets issued for those who would not be able to attend at the standard or concessionary price. At Christmas we were delighted to offer our first, free Community Performance for local youth projects, refugee charities who support asylum seekers, school children and organisations working with people with additional needs.

Working from a place of sustainability, this coming year at TFT promises to be an exciting time of growth with 3 new in-house productions; *The Marriage of Figaro* (co-produced with Opera Project), *Hansel and Gretel* (co-produced with New International Encounter) and *The Winter's Tale* (directed by our Artistic Director, Heidi Vaughan). These productions will compliment our extensive received programme and dynamic Get Involved activities, bringing opportunities to welcome even more people through our doors as part of our wonderful journey.



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Job Title: Duty Manager
Reports To: FOH Coordinator
Responsible for: FOH Assistants

Responsibilities

The Duty Managers are the face of the Tobacco Factory Theatres during our live performances and events and are responsible for supervising the Front of House Assistants on shift. We are looking for friendly, organised and proactive members of staff with exceptional customer service skills to oversee the smooth running of our Front of House operation. You will be responsible for the opening and closing of our building and will oversee the running of the Theatres and our Bar and Front of House during performances. You will assist our audiences as they attend performances and events, support the Front of House Assistants working on the Theatre Bar and work closely with our Technical, Box Office and Sales teams to ensure the Theatre runs smoothly at all times.

Main Duties:

- Manage the Front of House team during performances, delivering pre-shift briefings
- Working alongside the Box Office and Technical departments to ensure the smooth running of the Theatre during performances and live events
- Welcoming Visiting Companies and assist with inductions if required
- Perform pre-opening safety checks to ensure the Theatres are safe and ready to welcome audiences
- Be the appointed person for leading on first aid, incidents or evacuations
- Work with the Front of House Assistants to upsell drinks, merchandise and programmes.
- Cash up and reconcile shift takings and prepare the shift report
- Have key-holding responsibilities, including locking up the building at the end of the shift
- Represent the Theatre in a helpful and friendly manner; ensuring the highest standard of customer care while maintaining the unique, approachable and accessible persona that Tobacco Factory Theatres is known for
- Positively and proactively respond to customer needs and enquiries, including resolving difficult situations and complaints where appropriate
- Support the Senior Duty Manager with admin tasks as required

We would like to hear from people who have:

- An in-date First Aid certificate
- Proven experience in FOH Management in Arts & Theatre Environments
- Experience in conflict resolution and customer service
- Proven leadership experience and qualities
- Strong skills in upselling techniques
- Working knowledge of licensing objectives
- Passion to create a supportive & inspiring environment which is accessible and inclusive to all

You may also have:

- Experience using EPOS Now till software
- Fire Marshal or Health and Hygiene certificates
- Experience using Spektrix Box Office system

Role Hours:

We will guarantee you two shifts a week between Thursdays – Sunday. You will be offered additional work outside of contracted hours when available, flexibility will be needed based on the requirements of the programme.

Hourly rate:	£12.70
Contract:	Fixed until 31st March 2025
Probationary period:	1 month when notice will be 1 week
Notice thereafter:	1 month
Place of work:	Tobacco Factory Theatres, Raleigh Road, Bristol, BS3 1TF

APPLICATION PROCESS

All applications will be considered.

Whilst we welcome applications from people of all backgrounds, we encourage applications from people whose identities or backgrounds are under-represented in our organisation, including those who face barriers to opportunities, people from working class backgrounds, people from the LGBTQIA+ community, and people from Black, Asian, traveller, mixed heritage or other global majority backgrounds.

If this applies to you, please refer to this in your application and we will guarantee an interview if you meet the criteria listed in 'We would like to hear from people who have'.

If you require an Application Pack in an alternative format or have any questions about this role or the application, please email:

recruitment@tobaccofactorytheatres.com

To apply:

Please email recruitment@tobaccofactorytheatres.com with the subject 'Duty Manager' and include all of the following:

- Completed application form outlining your experience against the personal specification.
- Or a short film/audio file detailing relevant experience and why you want this role
- A completed Equalities Monitoring form

Deadline:

10am Monday 22 July 2024

Applications received after that time cannot be considered.

Interviews:

To take place after shortlisting - normally 4 - 5 business days after applications close.

Start date:

ASAP following offer.

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