



**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 2024, we made our work more accessible than ever with over 5,000 financial difficulty and Under 26 tickets issued for those who would not be able to attend at the standard price. At Christmas we were delighted to offer our 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, the last year at TFT has been an exciting time of growth for the organisation with 3 new home made 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) forming part of a dynamic new in-house production programme. These productions 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.

Job Title: Duty Manager
Reports To: Front of House Coordinator
Responsible for: Floor management responsibilities for the Front of House Assistants while working on shift.

Responsibilities

The Duty Managers are the face of the Tobacco Factory Theatres during 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 Theatre Bar and Front of House operation 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.

Duties

As Duty Manager

- Manage the Front of House team during performances, taking responsibility as the senior member of staff on shift
- Responsible for ensuring the Theatre licence is followed while on shift
- Work alongside the Box office and Technical departments to ensure the smooth running of the Theatre during performances and live events
- Welcome 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 on the Theatre Bar 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
- Take an active role in the presentation of the whole venue while on shift

- Assist audience members during visits to our theatres. Positively and proactively responding to customer needs and enquiries, including resolving difficult situations and complaints where appropriate
- Ensure the smooth running of the Theatre, Bar and Front of House during public performances.

Bar

- Proactively run the set-up and pack-down of the Theatre Bar ensuring the highest levels of hygiene and presentation
- Serve customers from the bar during incoming, interval and post show. Preparing drinks, snacks and merchandise orders as required
- Have good knowledge of products, upselling and engaging in the story behind the products
- Ensure any maintenance queries are logged in the show report and with the Front of House Coordinator, performing basic maintenance where required
- Work in a clean and tidy manner whilst serving
- Working collaboratively as part of a team
- Adhere to all cash handling procedures and work with Lightspeed till software
- Abide by and enforce our licensing laws
- Report low stock levels to the Front of House Coordinator

Theatre

- Assist with latecomers
- Monitor and ensure the safety of audiences
- Lead on incidents or evacuations
- Give tailored support to access customers determined by their needs
- Lead on ticketing checks and audience counts

Operations

- Ensure smooth delivery of private hires, conferences, and event activities
- Ensure all health and safety standards are met and all in-house procedures are followed
- Be a proactive member of the team in all aspects of the role including escalating concerns or raising ideas for additional measures that could be put in place

- Sell, monitor and ensure the safe storage of merchandise and programmes
- Promote future performances
- 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
- Report and correctly store lost property
- Other related tasks asked of you by the Front of House Coordinator

PERSON SPECIFICATION

We would like to hear from people who have:

- Experience of bar work in a supervisor capacity
- Proven experience of FOH operations in Arts & Theatre environments
- Excellent customer service including experience of conflict resolution
- Proven experience and ability to lead a team independently and follow company procedures
- Experience having worked as part of a team
- Ability to communicate clearly in person and by email
- Strong skills in upselling techniques, particularly in relation to merchandise and bar sales
- Passion to create a supportive & inspiring environment which is accessible and inclusive to all

Applicants may also have:

- Experience using Lightspeed (K-Series) till software
- An in date Fire Marshal certificate
- Health and Hygiene certificate (Level 2 or higher)
- Experience using Spektrix Box Office system
- An in date First Aid certificate

Role Hours

- Guaranteed 12 hours per week, paid monthly in arrears. Additional hours* are often available and offered on a monthly basis.
- Requirement to work three weekends per month (Saturday and Sunday shifts)
- Requirement to work one of New Years eve (daytime shift) or Boxing Day (full day shift)
- 30 days annual leave pro rata (inclusive of bank holidays) per annum
- 3 weeks of leave to be taken across July & August
- *Additional paid hours will be available at most times of year – these would not be guaranteed but offered on a monthly bases. The time of year when addition hours would be at their highest would be during the months of October – March when an additional 8 hours per week would likely be available. We are happy to have conversations about additional non-guaranteed hours at interview.

TERMS & CONDITIONS

Contract: One year fixed term contract. Guaranteed 12 hours per week.

Employer: Tobacco Factory Arts Trust

Salary: £13.20 per hour

Location of post: Tobacco Factory Theatres, Raleigh Road, Bristol, BS3 1TF.

Probation period: Two months during which notice will be one week

Notice thereafter: Six weeks

APPLICATION PROCESS

All applications will be considered. Please give detailed examples of how your experience matches with the points of the job description and essential criteria as this is how we will shortlist for interviews.

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:

- A 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 23rd June

Applications received after that time cannot be considered.

Interviews:

Week beginning 30th June and 7th July

Start date:

ASAP following offer.

TOBACCO FACTORY THEATRES

tobaccofactorytheatres.com

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**ARTS COUNCIL
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