



JOIN THE JOURNEY

TOBACCO
FACTORY
THEATRES

FRONT OF HOUSE
CO-ORDINATOR
JOB DESCRIPTION



ABOUT US

SCOPE

KEY RESPONSIBILITIES

PERSON SPECIFICATIONS

EMPLOYMENT DETAILS

APPLICATION PROCESS

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.

FRONT OF HOUSE CO-ORDINATOR

Reports to: Head of Operations

The Front of House (FOH) Coordinator plays a vital role in delivering Tobacco Factory Theatres' mission to be a place of welcome and wonder. A key member of the Operations Team, this role ensures that every visitor, whether attending a show, a workshop, a class or a meeting, feels welcomed, supported, and inspired.

As the main point of contact for the day-to-day running of our public spaces, the FOH Coordinator leads the Front of House team and oversees the Theatre Bar and wider FOH areas. They support the delivery of activity across all areas of the organisation, from our Theatre programme, Get Involved activity, hires programme and one-off events, ensuring seamless event delivery and a high-quality customer experience.

The FOH Coordinator line manages Duty Managers, FOH Assistants and FOH volunteers, and helps the organisation meet income targets for the Theatre Bar and FOH areas whilst maintaining best practice in safety and service. The role combines office-based planning and administration with the hands-on delivery of performances and events. The FOH Coordinator will lead with warmth, be highly organised, and bring consistency, clarity, and care to every aspect of the visitor journey.

This is an 18-month fixed term contract, working 32 hours per week (0.8 FTE). Hours will be set in advance and will include a fixed split between office hours, and work as a Duty Manager delivering events and shows.

The weekly working pattern will typically include:

- Wednesdays (11:15–19:00) – Office based administrative and planning tasks.
- Fridays (09:15–16:00) – Office based administrative and planning tasks. Based at the front desk reception, acting as the main point of contact for the building, carrying out opening safety checks and receiving deliveries.
- Remaining hours to be worked as Duty Manager across events, shows, workshops and hires. This will include working two weekends per month (Fri to Sun).

Flexibility will be required to accommodate programming needs, but hours will be managed in advance through rota planning.

CUSTOMER EXPERIENCE

- Working across all activity in the building, ensure every event, show or class is delivered with the values of our mission.
- Work collaboratively with the Sales Team Coordinator to implement a joined-up approach to providing excellent customer service across the customer journey.
- Lead by example in providing open, friendly and responsive customer care, ensuring the FOH team is welcoming, knowledgeable and engaged.
- Help maintain a warm, inclusive and safe environment for all staff, volunteers, artists, audiences, and participants.

THEATRE BAR

- Oversee the smooth running of the Theatre Bar, ensuring it operates to its full potential and meets its income and spend targets.
- Work with the Head of Operations to improve the use, accessibility and profitability of the Theatre Bar and FOH areas.
- Introduce and trial new initiatives such as pre-show and post-show offers, merchandise, wet stock and food offerings to increase customer spend.
- Working with the Head of Operations, research and implement improvements to the fabric, fixtures and fittings in the Theatre Bar to improve the aesthetic, atmosphere and increase the use of the spaces by customers.
- Monitor stock and spend patterns to develop seasonal bar strategies that respond to audience needs and organisational goals.
- Manage regular bar administration, including ordering stock, reconciling takings, stock taking and compiling spend reports for the Head of Operations.
- Perform bar maintenance, including line cleaning and monitoring of equipment.
- Ensure fixtures, fittings and equipment are in good working order. Reporting issues promptly and implementing and overseeing maintenance where required.
- Reconcile bar takings weekly and complete monthly bar banking.
- Uphold compliance with Health & Safety, Food Hygiene and Licensing regulations at all times.

FRONT OF HOUSE

- Recruit, train and line manage Duty Managers and FOH Assistants, including compiling of job descriptions, processing of starters and leavers, holding the onboarding, probation and appraisal reviews, supporting HR procedures, and tracking leave and availability.
- Create monthly staffing forecasts and rotas to ensure all shifts are sufficiently covered, team members are supported in their roles and the staff spend is on target.
- Collate payroll data for the FOH staff, reconciling clocking errors and ensuring hours are coded correctly.
- Arrange cover for sickness or unplanned absences, including covering shifts directly when required.
- Liaise with visiting companies about merchandise sales and FOH needs in advance of performances.
- Duty Manage performances and events, including:
 - o Collaborating with Box Office and Technical teams.
 - o Inducting and supporting visiting companies and creatives.
 - o Performing pre-opening safety checks and securely closing the building post-event.
 - o Leading on first aid, emergency procedures, and customer care.
 - o Reconciling takings and preparing shift reports.
 - o Supporting audience needs in a proactive and thoughtful way.

HIRES & EVENTS

- Support the Head of Operations in developing and delivering the commercial potential of our spaces, in line with the Business & Commercial Strategy.
- Facilitate and oversee hires and events, ensuring smooth delivery and excellent service throughout.
- Support press nights, launches, internal events, and community activity with care and attention to detail.
- Conduct building tours and provide clear, current information about hiring opportunities and programming at TFT.

OPERATIONS

- Play a key part in the scheduling and resource planning of activity across the organisation, to ensure all events and spaces are well supported and appropriately staffed.
- Respond to enquiries relating to the Theatre Bar, FOH areas, and the wider visitor experience.
- Support the Head of Operations and Senior Technician in delivering a regular programme of safety checks and compliance across the building.
- Support the completion and upkeep of risk assessments for all public and back of house spaces.
- Report on any issues with fixtures, fittings, or equipment across the organisation and play an active part in any required maintenance.
- Collaborate with the Senior Technician to ensure the fabric, fixtures and fittings in the auditorium are safe, fit for purpose and allow for high quality customer experience.
- Support the Head of Operations in updating policies and procedures to the FOH team and ensuring they are communicated and followed.
- Play an active role in the work of the Health & Safety and Environmental Committees, embedding good practice into day-to-day operations.

OTHER

- Be a consistent, informed and enthusiastic presence in the team and organisation.
- Engage with the full staff team at Tobacco Factory Theatres to drive active cross-departmental involvement with the Theatre Bar and FOH areas.
- Attend productions and keep abreast of all activities in the Theatre and wider organisational activity.
- Attend TFT Theatre events such as away days, fundraising events, press nights, season launch etc.
- The post holder may be required to undertake other reasonably determined duties within the organisation appropriate with the level of the role without changing the general character of the role.
- To abide by Tobacco Factory Theatres Policies and Procedures.

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SCOPE

KEY
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PERSON
SPECIFICATIONS

1

2

EMPLOYMENT
DETAILS

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 you’.

WE WOULD LIKE TO HEAR FROM YOU IF YOU HAVE THESE CORE ATTRIBUTES REQUIRED FOR THE ROLE.;

- Experience in a customer-facing role, ideally within theatre, arts, hospitality, or events.
- Experience overseeing bar operations, including front of house, product rotation and stock ordering, cellar management, till systems, banking and reporting.
- Excellent organisational and administrative skills including a keen eye to detail in areas such as rota planning, time management financial procedures and record keeping.
- Strong leadership skills, with demonstrated experience in supervising or line managing staff and/or volunteers.
- Experience of budget management and working to achieve income and spend targets.
- Knowledge of and commitment to health & safety, food hygiene, and licensing compliance

YOU MIGHT ALSO HAVE THESE DESIRABLE SKILLS AS WELL. THESE WILL STRENGTHEN AN APPLICATION BUT ARE NOT MANDATORY.

- Experience of Lightspeed till systems.
- First aid at work qualification and training in emergency procedures.
- Experience in delivering in-house training on operational procedures.
- Knowledge of risk assessment processes.
- Understanding of and commitment to creating inclusive, assessable customer experiences.
- Experience in hiring spaces to a variety of clients.
- Experience of working with event caterers to deliver bespoke food offerings.
- Flexibility to work evenings, weekends, and irregular hours.

Annual Salary/Fee:	£27,477 pro rata per annum paid monthly in arrears.	Holiday Entitlement:	30 days pro rata per annum
Contract:	Fixed Term- 18 Months	Probationary Period:	3 months
Hours:	32 hours per week (0.8 FTE)	Notice Thereafter:	1 months
Normal Place of Work:	Tobacco Factory Theatres, Raleigh Rd, Bristol, BS3 1TF		

Working Hours

This is an 18-month fixed term contract working 32 hours per week (0.8 FTE).

Due to the nature of the role, a fixed combination of administrative and work as a Duty Manager delivering events and shows will be required. Due to this some of the regular will be worked during evenings and weekends. The working pattern is designed to support visibility, consistency and direct engagement with the wider Front of House team, enabling the FOH Coordinator to lead by example and ensure the best possible customer and team experience.

- The weekly working pattern will typically include:
- Wednesdays (11:15–19:00) – Office based administrative and planning tasks.
 - Fridays (09:15–16:00) – Office based administrative and planning tasks. Based at the front desk reception, acting as the main point of contact for the building, carrying out opening safety checks and receiving deliveries.
 - Remaining hours to be worked as Duty Manager across events, shows, workshops and hires. This will include evening work and working two weekends per month (Friday to Sunday).

SUBMITTING YOUR APPLICATION

- 1 Include one of the following:
 - Completed [application form](#) outlining your experience against the personal specification.
 - A short film/audio file explaining your relevant experience and interest in the role.

- 2 Also include a completed [Equalities Monitoring form](#).

- 3 Please email us using the subject line below:



Email: recruitment@tobaccofactorytheatres.com
Email Subject: FOH Co-Ordinator



Application Deadline: 10:00 AM, Wed 10 Sep 2025



Interview dates: W/C 15th Sept

ALTERNATIVE FORMATS & INQUIRIES:

If you need the Application Pack in an alternative format or have questions, email recruitment@tobaccofactorytheatres.com.