

A photograph of the Coronet Theatre at night. The building is a grand, classical-style structure with a prominent dome and ornate facade. It is brightly lit from within, and the dome is also illuminated. The building is situated on a street corner, with trees and a bus visible in the foreground. The sky is dark blue.

THE CORONET THEATRE

DUTY MANAGER RECRUITMENT PACK



JOB OPPORTUNITY

Are you passionate about creating unforgettable experiences and keeping things running smoothly behind the scenes? The Coronet Theatre is looking for an experienced and dynamic Duty Manager to join our close-knit team.

In this role, you'll be at the heart of our operations, ensuring every performance and event is seamless and that our iconic venue remains a safe and welcoming space for all. With your excellent communication and customer service skills, you'll play a vital role in delivering exceptional experiences to our diverse audiences while facilitating the smooth day-to-day running of our theatre.

If you thrive in a fast-paced, collaborative environment and love making a difference in the arts, we'd love to hear from you!

Contract: Casual Worker/Zero Hours Contract

Hours: Hours are variable and on a rota system including evenings, weekends and bank holidays.

Pay Rate: £15.80 per hour, paid fortnightly

Closing Date: Rolling recruitment process

ABOUT THE CORONET

The Coronet Theatre is a bold and innovative performing arts venue housed in an iconic Grade II listed building. Both its programme and the building's restoration are curated by Artistic Director & CEO Anda Winters. With a rich history and a cutting-edge programme that spans theatre, music, dance, and more, we're all about creating memorable and unexpected experiences for our audiences. We showcase world-class productions, nurture new talent, and bring international culture to the heart of London.





PURPOSE AND OBJECTIVES

As the Duty Manager, you'll be leading a small team of FOH staff, monitoring and encouraging great performance in Ushering, the Bar, and Box Office.

As a key member of the Operations team you will take an active part in ensuring the smooth running of events and that all visitors receive the highest standards of customer care. Together with the Audience Experience Manager you will supervise and train a team of Front of House Assistants to deliver a consistent and effective service.

As a small team, we really enjoy working with each other and view a large part of the Duty Manager's role as maintaining high morale among staff.

Main Objectives

- To deputise for the Audience Experience Manager and work as Duty Manager on a flexible rota.
- To ensure the smooth operations of all events and performances.
- To manage and motivate the team of Front of House Assistants.
- • To provide a safe and high quality visitor experience for all users of the venue at all times.
- • To maintain effective and efficient front of house, box office and bar procedures.
- • To keep informed and promote the Coronet Theatre's programme and activities.

JOB RESPONSIBILITIES

Duty Management

- Manage the building and event delivery to operate smoothly and efficiently, ensuring venue Health & Safety and License regulations are adhered to at all times.
- Manage security of the premises including opening/closing the building, carrying out regular patrols and ensuring that fire routes are kept clear and exits secure.
- Understand and be able to effectively carry out emergency procedures (e.g. in the case of evacuation, fire, accident) and attend necessary training.
- Manage the operation and delivery of events including supervising Front of House and Volunteers, ensuring events run to schedule and providing high quality customer experiences.
- Complete administrative tasks including show reports, recording audience feedback, collecting monitoring information and promoting future events.
- Ensure the building is maintained and clean at all times, including that rooms are set up as required.
- Provide cover and assist Box Office staff as necessary using the Spektrix ticketing system.

Operations

- Ensure the highest level of cleanliness and good housekeeping are maintained across the premises and outdoor areas; assist with periodic clear outs and maintenance.
- Ensure faults and maintenance issues are dealt with or escalated to the Front of House & Bar Manager.
- Assist with staff development and inductions of new staff into the FOH team.

Health & Safety

- Monitor Health & Safety, ensure best practice and relevant systems and procedures are adhered to around the building.
- Act as First Aider, Fire Warden and lead on emergency evacuation procedures.

General Duties

- Stay up to date and deliver on The Coronet Theatre's policies, including Equality and Diversity, Accessibility, Safeguarding, and Health & Safety Policies.
- Keep informed on all upcoming events and shows at The Coronet Theatre as well as general information about the venue and its partner organisations.
- Attend meetings and training sessions as required.
- Undertake any other duties as reasonably requested by the Audience Experience Manager.



PERSON SPECIFICATION

Essential

- Experience in a similar customer-focused environment such as theatre, music venue or visitor attraction.
- Supervisory experience and ability to facilitate and deliver training and performance manage staff.
- Significant experience in and understanding of front-line customer service.
- Experience managing a public venue and maintaining its physical environment.
- Ability to multi-task, work under pressure and problem-solve.
- Excellent communication skills.
- Ability to work on own initiative and as part of a team.
- Solid understanding of Health and Safety guidelines and procedures.
- Desire to work in a creative organisation.
- Ability to carry out frequent manual handling tasks and to work in a physically demanding, non-stationary role.
- First Aid qualification.
- Experience of ticketing systems (Spektrix) and/or EPOS till systems.

Desirable

- Experience of Front of House or Venue management.
- First Aid Training.
- Fire Warden Training.
- Knowledge of safeguarding of children and vulnerable adults.

HOW TO APPLY

Please email your CV and the answers to these questions either in writing or via video/voice note to Recruitment@TheCoronetTheatre.com.

We take pride in the diversity of our staff. Additionally, if you have any access requirements for the application process that you wish to include, please do let us know. We are eager to hear from all who have interest and are happy to tailor the process to you.

Questions:

- If you haven't had direct experience of working in FOH, what transferrable skills do you bring?
- How would you balance this role with your other work?
- Can you commit to two shifts a week during our seasons (February-July and September-December)? As a small, close team, we're willing to do work with your needs if you want more shifts.
- How do you elevate the morale of your coworkers?
- What draws you to this role and working at The Coronet?

No need for super long answers - we just want to get a feel for your experience and interests.

With a rolling application process, we aim to respond to you within two weeks if you've been selected for an interview. As we are a small team, we are unable to give feedback on unsuccessful applications and will only respond to those selected for an interview.





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