



# JOB PACK FRONT OF HOUSE MANAGER





**ADRIAN LESTER**  
*COST OF LIVING*



**TAMSIN GREIG**  
*PEGGY FOR YOU*



**MAISIE WILLIAMS  
& ZACH WYATT**  
*I AND YOU*



**DANNY SAPANI  
& TIFFANY GRAY**  
*BETWEEN RIVERSIDE AND CRAZY*



## JOB PACK FRONT OF HOUSE MANAGER

### OUR MISSION

Welcome to Hampstead Theatre where we champion the original, presenting world-class work on two ever-transforming stages. Since its earliest incarnation in a simple hut over 60 years ago, Hampstead Theatre has always attracted outstanding talent, from Harold Pinter, Mike Leigh, and Tom Stoppard to Nina Raine, Roy Williams and Beth Steel - innovators and original thinkers, every one.

As one of London's leading producing theatres we showcase the very best of what's new; taking pride in the premiere of an astonishing debut, an inventive reimagining of an existing work, or an enthralled first-time audience member. We present plays that are ingenious, surprising and accessible.

Our state-of-the-art home is in North West London, offering West End production values – but with tickets at a fraction of the cost. We believe in thought-provoking stories that are intelligently told, leaving audiences entertained and exhilarated. We're passionate about our work, and we can't wait to share it with you.

### WORKING TOWARDS AN INCLUSIVE CULTURE

Hampstead Theatre is committed to reflecting the diversity of contemporary England in the work presented on stage, in the colleagues who work here in whatever capacity and in the audience we welcome. Everybody who engages with Hampstead Theatre should feel able to express their full selves and we take seriously our commitment to removing any barriers, whether visible or invisible, which prevent anyone from doing so.

### DISABILITY CONFIDENT EMPLOYER

All d/Deaf and/or disabled candidates who demonstrate they meet the essential criteria in the person specification will be invited for interview.

If you require this job pack in another format (eg large print, audio), please email [jobs@hampsteadtheatre.com](mailto:jobs@hampsteadtheatre.com).

If this application process is not appropriate for you due to your access needs, please contact us to discuss an alternative approach by emailing [jobs@hampsteadtheatre.com](mailto:jobs@hampsteadtheatre.com).



IMELDA STAUNTON  
GOOD PEOPLE



SIMON RUSSELL BEALE  
MR FOOTE'S OTHER LEG



RAY FEARON  
& CLARENCE SMITH  
THE FIRM



MYANNA BURING  
ANTHROPOLOGY



## HOW TO APPLY

The application deadline is midday on **Monday 23 February 2026**.

Interviews will take place **w/c Monday 23 February 2026**.

To apply for the position,

1) Email your CV and cover letter to [jobs@hampsteadtheatre.com](mailto:jobs@hampsteadtheatre.com) with the reference **FOHM** in the subject line.

In your cover letter, please outline why you are interested in the role and how your skills, knowledge and experience relate to the person specification.

2) Complete the following form: [Front of House Manager | Application Form](#)

The form will ask you for your personal details and details of two referees.

3) Complete the personal characteristics form: [Front of House Manager | Personal Characteristics Form](#)

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## JOB DESCRIPTION

Job title:

**FRONT OF HOUSE MANAGER**

Reports to:

**THEATRE MANAGER**

Responsible for:

**DUTY MANAGERS, FOH SUPERVISORS, ACCESS HOSTS, USHERS**

At Hampstead Theatre, we are passionate about creating bold, original, and thought-provoking work in collaboration with outstanding creative talent.

The Front of House Manager leads the delivery of an exceptional customer experience across all public-facing areas of the theatre. They are responsible for managing the day-to-day operations of the Front of House team, ensuring the venue is welcoming, safe, and accessible for all visitors. Working closely with the Theatre Manager, the Front of House Manager ensures that service standards are consistently upheld and that the team operates in alignment with the theatre's brand and values.

If you share our enthusiasm for ambitious theatre, take pride in delivering a welcoming experience for every visitor, and have the skills to inspire and lead a team, we would love to hear from you.





**EMILIA FOX  
& THEO JAMES**  
SEX WITH STRANGERS



**SHARON D. CLARKE**  
CAROLINE, OR CHANGE



**ROBERT LINDSAY**  
PRISM



## RESPONSIBILITIES INCLUDE:

### Customer Experience

- Lead the Front of House team to deliver a consistently outstanding experience for all audiences and visitors.
- Ensure all public areas are welcoming, inclusive and aligned with the theatre's brand.
- Respond to customer feedback and implement service improvements.
- Act as senior Duty Manager during performances and events.

### Team Leadership

- Line manage Front of House Supervisors, Access Hosts and Assistants, ensuring effective recruitment, induction, training, and performance management.
- Schedule staff to meet operational needs while maintaining cost efficiency.
- Foster a collaborative and motivated team culture.

### Operations & Safety

- Oversee the smooth running of Front of House operations, including opening/closing procedures, fire safety, first aid, and security.
- Ensure compliance with Health & Safety regulations and licensing requirements.
- Liaise with housekeeping and security teams to maintain high standards of cleanliness and safety.
- Support building maintenance in all Front of House areas and report issues promptly.
- Assist the Theatre Manager in identifying hazards and completing suitable risk assessments for all Front of House related activities.
- Assist Theatre Manager in investigating accidents, incidents and near misses relating to the Front of House department.

### Collaboration

- Work closely with the Theatre Manager, Catering Manager and Bar team to ensure a seamless customer experience.
- Support marketing initiatives to promote programme and merchandise offerings.

### Commercial Support

- Support the delivery of hospitality and fundraising events.
- Oversee merchandise sales and reconciliation, working with the Theatre Manager to maximise revenue opportunities.
- Ensure Front of House staff are briefed on current shows, promotions, and customer-facing initiatives.

### Administration

- Maintain accurate records for payroll, rotas.
- Assist with reporting and analysis of customer service performance and commercial activity.
- Ensure that daily, weekly and monthly records adhering to Health & Safety requirements are checked and uploaded into the compliance system.
- Oversee Front of House staff training records, ensure all certificates required are up to date.

IAN MCNEICE  
& JOANNA VANDERHAM  
DOUBLE FEATURE



BAYO GBADAMOSI  
& COLIN MORGAN  
GLORIA



ALEX AUSTIN  
& REBECCA HUMPHRIES  
BLACKOUT SONGS



RACHAEL STIRLING  
THE DIVINE MRS S



### Administration (continued)

- Schedule security and housekeeping staff based on performance needs.
- Deputise for the Theatre Manager as required.
- Ensure adequate stock levels of the First Aid supplies and cleaning supplies.

### The following responsibilities apply to all Hampstead Theatre staff:

- Participating actively in the life of the theatre.
- Complying with Hampstead Theatre's Diversity, Health & Safety, Environmental Sustainability, GDPR and other policies at all times.
- Carrying out administrative work generated by the above activities.

This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive and does not form part of the contract of employment.

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## PERSON SPECIFICATION

### Essential

- Commitment to delivering an exceptional, welcoming, and accessible experience for all audiences and visitors.
- Excellent interpersonal and communication skills, with the ability to engage confidently with a wide range of people.
- Proven experience managing or supervising Front of House, customer service, hospitality, or venue operations teams, including recruitment, training, and performance management.
- Strong leadership skills with the ability to motivate and support a large, diverse team.
- Sound knowledge of health & safety, fire safety, and customer care standards within public-facing environments.
- Experience overseeing day-to-day operational procedures, including opening/closing routines, incident management, and compliance checks.
- Ability to remain calm under pressure and respond effectively to emergencies or unexpected situations.
- Highly organised, with strong attention to detail and an ability to manage multiple priorities.
- Experience with scheduling, rota planning, and payroll/administration tasks.
- Ability to analyse customer feedback and operational data to improve service delivery.
- Ability to work collaboratively across departments.
- Flexible and adaptable, with the willingness to work evenings, weekends, and bank holidays as required.
- First Aid qualification or willingness to obtain.
- Fire Marshal / Fire Warden training or willingness to obtain.

### Desirable

- Previous experience in a theatre, arts venue, or similar cultural environment.





## TERMS & CONDITIONS

**Salary:** c. £34,700 p.a. depending on experience.

**Hours:** This is a full-time position based on a 38-hour working week over 5 days. Due to the nature of the role, the Catering Manager will be expected to have good availability to fit Hampstead's opening hours, 8.30am – midnight, Monday to Saturday, and should expect to work evenings and weekends, including Friday and/or Saturday on a regular basis. Your hours will be assigned based on operational needs as agreed with the Theatre Manager.

**Holiday:** Generous holiday allowance of 25 days plus Public Holidays.

**Notice:** One week during three-month probationary period, eight weeks after probation is passed.

### Other benefits:

- Interest-free season-ticket travel loans.
- Complimentary tickets for performances.
- After 13 weeks' service, you will be automatically enrolled in our NOW: Pensions scheme which includes an employer's contribution of 3% on qualifying earnings (where the employee also contributes at least 5% on qualifying earnings).
- Enhanced maternity leave, paternity leave and sick pay.
- Stress counselling helpline.
- 10% discount at Hampstead Theatre's Café Bar.

## PRIVACY NOTICE

Hampstead Theatre takes its responsibility for protecting your personal information seriously. Hampstead Theatre's job application process will only request data relevant to verifying the identity of a candidate or determining their suitability for a position.

Access to the information contained within your application will be limited only to individuals administering the recruitment process or individuals shortlisting and/or interviewing. Occasionally, Hampstead Theatre may ask external parties to assist with shortlisting and/or interviewing. On these occasions, Hampstead Theatre will ensure external parties commit to following the same data protection principles as the theatre.

Your application and any correspondence will be kept for up to a year following the closing date before being deleted.

Applying for a position at Hampstead Theatre indicates your consent to your data being processed in the manner described above.

More information can be found here:

<https://www.hampsteadtheatre.com/company/privacy-policy/>