



## **Job Description: Assistant Front of House Manager (Fixed Term)**

**Post:** Responsible for all aspects of venue management in the absence of the Front of House Manager, before, during and after performances and events. Ensuring compliance with health and safety legislation and building licensing. Delivering the highest standard of customer service

<b>Employer:</b>	<b>Hull Truck Theatre</b>
<b>Full or Part time:</b>	<b>Part Time Seasonal Fixed Term (September – July)</b>
<b>Salary:</b>	<b>£26,598 per annum (pro rata £6,820). Paid monthly in arrears.</b>
<b>Department:</b>	<b>Operations</b>
<b>Line Manager:</b>	<b>Front of House Manager</b>
<b>Grade:</b>	<b>Deputy HOD</b>
<b>Reports to:</b>	<b>Front of House Manager, Joint CEOs</b>
<b>Reports from:</b>	<b>Ushers &amp; Volunteers</b>
<b>Deadline for applications:</b>	<b>Monday 1<sup>st</sup> September 2025, 5.00pm</b>
<b>Interviews will be held:</b>	<b>Week commencing Monday 8<sup>th</sup> September 2025</b>

Hull Truck Theatre is a **Disability Confident Employer**.

It is widely known that people who experience barriers to employment in the Arts, due to factors such as race, gender, ethnicity, disability, or people from a working-class background, are more likely to assume that they are not the right person for a role like this. We warmly encourage you to apply.

If any of this process is inaccessible to you, please get in touch through [recruitment@hulltruck.co.uk](mailto:recruitment@hulltruck.co.uk) and let us know how you would like to apply e.g., by video. We will work with you to accommodate your request as best we can.

### **Post Responsibilities:**

Operational

- To Duty Manage performances and events as required including Previews and Press Nights. This is likely to be 1-4 performances a week and will include Saturdays and occasional Sundays. This will increase to 5-8 shifts per week over the festive period Dec/Early Jan.



- Whilst on duty (in the absence of the Front of House Manager) to manage the security of the building and the safety of all public areas. This includes ensuring compliance with the licensing requirements and other statutory requirements, acting as a key holder, and locking up the premises as required.
- To undertake a range of performance related duties. Examples include checking and unlocking/locking areas of the building, dealing with any customer enquiries, assisting with access performances and ensuring disabled access.
- Along with the Front of House Manager, take responsibility for all aspects of customer service delivery, including staff supervision. Monitoring and ensuring highest standards of care and support to customers and visitors
- To direct a team of Ushers & Volunteers to ensure the safe and smooth delivery of a show. This includes overseeing specific duties such as checking tickets, selling programmes and other merchandise from sales points, exit leafleting as required, and carrying out litter pick-ups and seat checks at the end of each performance.
- Assist the Front of House Manager in ensuring that Front of House Staff are appropriately trained in line with company policy and/or current legislation.
- Assist the Front of House Manager in creating Usher and Volunteer rotas
- Post holder may be required to help with the set-up and breakdown of meetings and events.
- Whilst on duty, promote and monitor health and safety within the building to ensure compliance with all relevant legislation including health, safety and hygiene regulations. Report any failings to the Front of House Manager.
- Assist the Front of House Manager in communicating the fire and emergency policy and procedures. In the event of any emergency, lead the safe exit of all staff and customers through the agreed means of escape. To take part in evacuation drills as directed by the Front of House Manager.
- Place a high priority on the safety and security of visitors, audiences and the premises by, for example and if necessary, refusing admittance and ejecting anyone behaving in an unacceptable and antisocial manner.
- Coordinate with Technical and backstage teams to ensure the smooth running of a show
- Act as 'welcome host' for visiting artists and companies when required.
- Monitor and report on the suitability and functionality of all equipment and facilities, reporting any faults to the Front of House Manager.
- To maintain effective and efficient operation of the Duty Office.





- Produce and maintain data and report records as required by the Front of House Manager.
- To act as cover in the absence of the Front of House Manager

### **Financial**

- Demonstrate accuracy in all cash handling and record keeping, closely adhering to cash handling procedures.
- Whilst on duty, oversee and be responsible for all payments received and cash handling procedures, including those for ice creams, programmes and other merchandise sales.
- Assist the Front of House Manager in reconciling all cash payments received from Front of House and Box Office and carry out banking duties when required.

### **General duties**

- To attend training courses and development opportunities as required and take responsibility for personal development.
- Complete any other delegated task that may assist the Company in achieving its business objectives (such tasks will not be of an unreasonable nature and shall be commensurate with the level of the post)
- To work within, promote and comply with current legislation and Hull Truck Theatre's own policies and practices, with regards to the delivery of services and the treatment of others, and to ensure adherence to these policies by freelance workers. Such policies include Equality, Inclusion, Safeguarding and Health & Safety.
- The Health and Safety at Work Act, and other associated legislation, places responsibility for Health and Safety with all employees. Therefore, it is the post holder's responsibility to take reasonable care of the Health, Safety and Welfare of themselves and other employees, in accordance with legislation and the company's Health and Safety Policy
- To promote, develop and comply with the theatre green policies and practices to lessen the environmental impact of Hull Truck Theatre
- Play an integrated role in the company through pro-active and regular communication – both formal and informal - with other staff
- All employees are expected to take positive action to promote Equal Opportunities in all aspects of the work of Hull Truck Theatre
- The above duties may involve having access to information of a confidential nature that may be covered by the General Data Protection Regulation. Confidentiality must be maintained at all times
- To always act in the interests of Hull Truck Theatre
- The above accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.

### Personal Specification:

#### Essential

- Excellent Customer Service skills.
- Excellent interpersonal and communication skills.
- Experience of building and maintaining relationships.
- Able to take responsibility and to remain calm and focused under pressure in difficult or busy situations.
- The flexibility to engage and communicate with people of a range of ages, needs and backgrounds.
- Enthusiastic, committed and energetic with a flexible attitude to changing needs.
- Excellent team worker, supporting the work of colleagues as well as inviting support and input in return.
- Good administrative skills.
- Confidently able to use a PC/mobile devices, with an understanding of IT software (including Microsoft Office).
- Punctual, reliable, honest, highly motivated and proactive.
- Available to work daytimes, evenings, weekends, and Bank Holidays.

#### Desirable

- Experience of staff supervision and leadership.
- Experience of cash handling and processing card sales.
- Understanding of General Data Protection Regulation (GDPR).
- Experience of a Box Office System.
- A passion for Theatre.

### Terms and Conditions:

#### Hours of work:

This is a fixed term part time job with regular evening and weekend work. The normal hours of work will be 500 hours annualised over each year (September 2025 to July 2026) excluding meal breaks.

#### **Expected shifts Generally 1 - 4 shifts per week December 5 – 8 shifts per week**

This is a Deputy HOD Grade post. The salary is £26,595 per annum (pro rata for this position - £6,820) which will be paid monthly (£568.33) in arrears. As the post holder will be working annualised hours but paid this amount per month, should they choose to leave and have worked fewer hours than they have been paid for, they will be required to pay back any over-payment. Should



they have worked over what they have been paid an additional payment will be made.

There will be regular evening and weekend work. The post holder will be expected to offer reasonable flexibility in their working arrangements where it is considered necessary to undertake the duties they have been employed to perform.

Premium payments are payable for Sunday working and working bank holidays.

#### Flexible working:

Hull Truck Theatre wants to support a positive work-life balance for staff. Flexible working requests welcomed.

As this post primarily works on performances and events it is not eligible for hybrid working.

The post-holder will be expected to offer reasonable flexibility in their working arrangements in order to fulfil the duties they have been employed to perform. To enable the post holder as much flexibility as possible, rotas will be created in advance (where possible)

Overtime/TOIL: No overtime is payable, although Time Off in Lieu (TOIL) for weekend overtime will be given if approved in advance with the Executive Director.

#### Probation

There is a 3-month probation period during which time the notice is 1 month. After confirmation of appointment the employee is required to give 3 months' written notice to the Company and the Company will give 1-month written notice to the employee. After 4 years' service, 1 additional weeks' notice is required for each additional year of continuous service, up to a maximum of 12 weeks.

#### Holiday

33 days per annum (including public holidays) including public holidays rising to 36 after 10 years' service. Pro rata for part time working.

The Theatre is open over Christmas/New Year (except Christmas Day, Boxing Day and New Year's Day) and all departments are required to be staffed during normal working hours over this period.

#### Leave

Hull Truck Theatre's staff handbook outlines the terms on sick pay, maternity leave/pay, paternity



leave/pay, grievance/discipline and all other relevant staff matters.

**Pension**

Hull Truck Theatre operates an auto enrolment pension scheme through Now Pensions. Further details are available on request.

**Tickets**

Staff are entitled to tickets for Hull Truck Theatre productions (subject to conditions) and discount at the Theatre's café bar run by Shoot The Bull.

**Right to Work**

On appointment, the successful candidate must be able to provide the correct documents as proof of their right to work in the UK.

**Inclusion and Equality**

At Hull Truck Theatre we want to create and sustain a productive, diverse and inclusive working environment. We ask everyone who works with us to champion this ambition and embed it in their day to day work. We actively seek and encourage applications from those under-represented within our sector and welcome opportunities to facilitate job shares and flexible working to ensure our recruitment process and workforce is as open and accessible as possible.

**Environmental sustainability**

We aim to be an environmentally sustainable organisation and ask that our all our teams work to support this. In doing so we are seeking to promote efficient and sustainable practices that create minimal impact.

**Background Information**

**OUR MISSION**

Hull Truck Theatre is a pioneering theatre with a unique Northern voice, locally rooted, global in outlook, inspiring artists, audiences and communities to reach their greatest potential.

**OUR VISION**

To produce and present inspiring theatre that reflects the diversity of a modern Britain. To provide the resources, space and support to grow



people and ideas, be an ambassador for our city, a flagship for our region and a welcoming home for our communities.

## OUR VALUES

We are committed to our core values of Inclusion, Innovation and Integrity.

Led by these values we are:

- Creative and Collaborative,
- Imaginative and Inspiring,
- Accessible and Relevant,
- Resilient and Sustainable.

*"We tell inspiring stories dug from the heart of our city, alongside tales from the wider world, that reflect the diverse range of communities and creative voices that populate our nation. We produce exceptional drama made here in Hull, often showcasing new talent and are ambitious, bold and committed to our core values of Inclusion, Innovation and Integrity."*

Mark Babych, Artistic Director

Hull Truck Theatre Company is a registered charity and consists of the theatre which produces and presents theatre in two auditoria (Stage One – 429 seats and The Godber Studio – 135 seats).

Over recent years Hull Truck Theatre has been on a journey of significant change. On stage we reach an audience of over 70,000 and continue to build on the momentum of Hull UK City of Culture 2017, when we delivered an ambitious year of exceptional drama.

Through our work with schools and local communities we engage with 14,000 young people, disabled groups and adults, offering opportunities to participate in the arts, whether as a first step into a career, a way to build confidence and meet new people, or as a part of a rounded education. Our groundbreaking Community Dialogues programme builds on long-term partnerships within Hull's local communities to address inequalities in accessing the arts.

In response to the Covid 19 pandemic we continued to engage with our audiences, artists and communities online and invested in technology to embed high quality digital engagement opportunities in our future. We're delighted to be welcoming audiences back to the theatre, bringing people together safely to experience live performance once more.

In 2022 we celebrated 50 years of Hull Truck Theatre. Taking a look back at the theatre's journey since 1972 to the present, whilst also looking to the future and asking, what will the next 50 years hold? How will Hull Truck Theatre continue to inspire future generations?





With the inspiring leadership of Mark Babych (Artistic Director) and Vanthi Mills-Ward (Executive Director), the theatre is on the next stage of its exceptional journey, creating a vibrant 21st-century cultural organisation.

**HULL TRUCK THEATRE GRATEFULLY  
ACKNOWLEDGES SUPPORT FROM**



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**ARTS COUNCIL  
ENGLAND**

