



# JOB PACK DUTY 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 DUTY 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

Application deadline: **midday on Monday 14 April 2025.**

To apply for the position,

1) Email your CV and cover letter to [jobs@hampsteadtheatre.com](mailto:jobs@hampsteadtheatre.com) with the reference **DM** 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:  
<https://forms.office.com/e/YknSPSfvEr>

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

3) Complete the personal characteristics form:  
<https://forms.office.com/e/UjctPxT8a9>

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## JOB DESCRIPTION

**Job title:**  
**DUTY MANAGER**

**Reports to:**  
**HEAD OF FRONT OF HOUSE**

At Hampstead Theatre, we create progressive, thought provoking and original theatre, working with the best creative talent.

Our team of Duty Managers are responsible for ensuring a welcoming and safe environment for our audience and visitors. They will manage the frontline team on a shift basis and ensure customer experience matches our brand values. They will also be required to assist with day-to-day operational matters as directed by the Head of Front of House who heads the department.

The successful candidate will have previous duty management or supervisory experience in a professional front of house environment, preferably within a producing theatre, excellent interpersonal and communication skills and a passion for delivering excellent customer service.

### RESPONSIBILITIES INCLUDE:

#### Customer Service

- Delivering a consistently outstanding customer experience to our audiences and visitors.
- Supervising and leading Front of House staff on a shift-to-shift basis.
- Providing a friendly, welcoming and safe environment for all audience and visitors, proactively engaging to ensure their needs are met.





**CAST OF  
ROCK 'N' ROLL**  
**EMILIA FOX  
& THEO JAMES  
SEX WITH STRANGERS**



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



**ROBERT LINDSAY  
PRISM**



- Welcoming visitors with access needs.
- Representing the venue to a high standard, having good knowledge of our shows and services we offer.

### **Operations**

- Supervising the smooth running of Front of House and building operations.
- Ensuring all public areas of the building are clean and presentable.
- Following all operational procedures including opening-up/closing, fire safety, first aid, security, pest control, cleaning and housekeeping
- Supporting effective building maintenance, including meeting with external contractors to resolve building issues and reporting any building maintenance issues in a timely fashion.
- Working closely with the Security Officer on shift to ensure a safe environment for all staff and visitors.
- Working closely with Housekeeping staff on shift to ensure the venue is cleaned to a high standard.

### **Health and Safety**

- Following all Health and Safety rules and procedures, especially those relating to the public.
- Being responsible for ensuring the fire panel is setup correctly for performances.
- Being responsible for ensuring the opening and closing procedures are followed.
- Reporting any hazards to the relevant person.
- Carrying out fire drills, fire safety checks and fire alarm checks as required by the Head of Front of House.
- Taking responsibilities for emergency situations such as building evacuations according to company procedures.

### **Other**

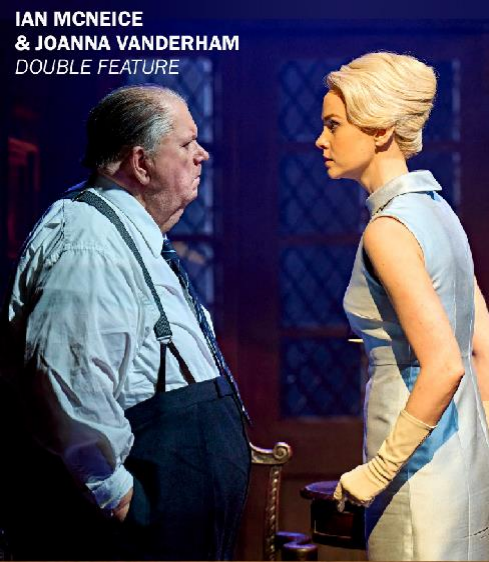
- Working closely with the catering team to ensure the premises licence and licensing objectives are adhered to at all times.
- Supporting the fundraising department with the smooth delivery of fundraising events.

### **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.

**IAN MCNEICE  
& JOANNA VANDERHAM**  
*DOUBLE FEATURE*



**BAYO GBADAMOSI  
& COLIN MORGAN**  
*GLORIA*



**ALEX AUSTIN  
& REBECCA HUMPHRIES**  
*BLACKOUT SONGS*



**RACHAEL STIRLING**  
*THE DIVINE MRS S*



## PERSON SPECIFICATION

- Previous duty management or supervisory experience in a front of house environment, preferably within a producing theatre.
- Previous experience of customer service and/or working in a team.
- Excellent interpersonal, communication and customer care skills.
- Approachable demeanour and ability to communicate and advocate the work of the theatre.
- A passion for delivering excellent customer service.
- An ability to tailor your approach to meet different demographics and social groups.
- Ability to remain calm whilst working under pressure.
- Flexible, responsive and a team player.
- Tactful, diplomatic and able to maintain confidentiality for sensitive information.
- Flexible availability especially for evenings, weekends and holiday periods.
- Undertaking other duties as may be reasonably required.
- Ability to work without supervision and take initiative.
- Ability to understand and oversee health & safety, fire safety, licensing and other statutory regulations.
- Current First Aid at Work certificate or successfully applying for the certificate following appointment.
- Commitment to diversity and broadening access.





JADE ANOUKA  
& RORY FLECK BYRNE  
THE PHLEBOTOMIST



ALAN COX  
UNCLE VANYA



TIM MCMULLAN  
HAPGOOD



MARIAM HAQUE  
FOLK

## TERMS & CONDITIONS

**Salary:** £15.39 per hour, minimum 8-hour shift.

**Hours:** Due to the nature of the role, Duty Managers 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. There are no guaranteed hours under this contract. You will be allocated shifts a month in advance, based on your availability. We will endeavour to give you as many shifts as possible.

**Holiday:** Equivalent to 5.6 weeks' paid holiday a year, calculated based on average weekly hours worked.

### 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).
- 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/>