

MARLOWE THEATRE

Job Description

POST DETAILS

Organisation	The Marlowe Trust
Job title	Front of House Manager
Reports to	Director of Operations
Grade	I

JOB PURPOSE

To develop and deliver an excellent and safe customer experience across all Front of House areas for visitors to the Marlowe Trust.

PRINCIPAL ACCOUNTABILITIES

1. To plan and deliver a professional Front of House Management of the Marlowe Theatre's Main House, Studio, and any other Marlowe Theatre production taking place on our estate or external site.
2. To be accountable for the delivery of the customer welcome throughout the Front of House spaces and auditoria of the Marlowe estate, by collaborating across the operational departments to ensure we are delivering a first-class service to the highest possible standard.
3. To ensure the consistency of our customer experience in practice, working as Duty Front of House Manager on a regular basis, ensuring that the Front of House function is delivering a high level of service ensuring the safety and security of our customers.
4. To support the delivery of the agreed Commercial Strategy by maximizing the sales of in-house and visiting company merchandise and programmes and - working with other managers where necessary - ensuring the team operates in a commercial way to achieve value for money and optimise financial return.
5. To maximise the use of digital solutions (including EPOS, Staff Savvy, Microsoft, Signage Live, crowdEngage and Spektrix) to ensure efficient working across the Front of House department.
6. To lead and develop the team, ensure that staff are effectively recruited, have development opportunities, and are supported and managed so they are able to meet business plan targets and deliver excellent customer service.
7. To critically review the customer experience, through personal observation and by reviewing customer feedback (including feedback received via show reports, NPS responses, customer comments, in person) bringing insight and recommendations to the Customer Journey Working Group that contribute to

- the overall development and improvement of the customer experience.
8. To undertake projects that improve and evolve the Front of House department processes and customer experience as directed by the Director or Deputy Director of Operations.
 9. To ensure that you, your team and contractors work in a safe and legal way to comply with Marlowe Theatre's policy and procedures, regulatory and legislative requirements.
 10. To drive your own career and skills development, making the most of the opportunities available to you.
 11. To live and represent the Marlowe Theatre's values.

REQUIRED ATTRIBUTES

Required Qualities	The Marlowe Theatre's core values are to be supportive and collaborative, authentic and inclusive, and creative and ambitious in everything we do. We actively seek to represent the diversity of our society. To live our values, our Front of House Manager should be: • A customer-focused people person with great interpersonal skills • Organised with an eye for detail • A creative thinker and problem solver • Resilient with good Health and Safety ethos, and able to work consistently to a high standard in a fast-paced environment
Knowledge	• Good knowledge of best practice in theatrical Front of House operation • Good knowledge of principles of customer service • Good knowledge of relevant Health and Safety legislation and regulations in particular security preparedness measures, fire safety procedures, premises licensing, food safety and hygiene, and allergen awareness.
Skills	• Excellent customer service and customer management skills • Strong decision-making skills using data backed evidence • Good written and verbal communication skills • Good numeracy skills • Great interpersonal skills • Good level of people management skills • Good level of problem-solving skills • Good level of IT skills • Good level of commercial selling skills

Experience	• Experience working Front of House in a theatre or live entertainment venue either in a management or supervisor role • Good level of staff management experience • Good level of budget management experience
Qualifications	The following qualifications can all be provided by the Marlowe Theatre: • Personal License holder • Level 2 Food Safety and Food Allergy Awareness Course • Working in a licensed premise • First Aid in the workplace We value education and GCSEs in Maths and English at Grade 4 or above are desirable for this role. We will, however, consider applications from suitably skilled and experienced candidates without qualifications.

JOB DIMENSIONS	
Annual budgetary amounts	£800K
Number of staff reporting to the job holder	Direct Reports – Deputy Front of House Manager, Front of House Duty Managers, Front of House Supervisors Front of House Security
Any other relevant statistics/information	

WORKING ENVIRONMENT
The Marlowe Theatre is open to flexible working so talk to us about how you think you can best deliver this job and about your flexible working needs. The Marlowe Theatre's performances are mainly in the evenings and at the weekends. To deliver the best service to our customers, all our posts, whether frontline, strategic, planning or support roles, require some evening and weekend work. This is a customer-facing role, mostly indoors but can also be outdoors in UK seasonal weather. PPE must be worn when required. Some parts of the workplace involve working in low light, photo sensitive light, noise, and large gatherings of customers and the general public.
ORGANISATION CHART
See Attached

April 2026