

## **Assistant Venue Manager FTC**

The Bush Theatre is looking for an organised and enthusiastic Assistant Venue Manager to work closely with the front of house teams in order to provide the best possible visitor experience and maximise revenue. We are looking for someone to confidently supervise the day to day operations of our busy venue including house management, event delivery and team management as well as to assist the Venue Manager in developing and executing front of house strategies.

**Please note that this position requires working on site.**

### **How to Apply**

We want you to have the opportunity to really tell us about yourself and explain why this position is right for you in whatever way feels most appropriate. Send one of the following, alongside a basic CV:

- A personal statement (500 words max)
- Presentation - Keynote or PowerPoint
- Short video or sound file (5 minutes max)

All applications will be judged on content not on format. We have suggested some options above, but if you would like to suggest an alternative let us know.

All applications should address the following questions:

- Tell us a little about yourself and why this position interests you.
- Tell us what experience you have had that means you meet the person specification outlined in the job description; include practical examples.
- What would you be bringing to this role?
- Do you have any qualifications you want to tell us about?

1. Read the Job Description and Person Specification.

2. Apply through [our recruitment portal Breathe HR](#). Include a CV.

You can upload video or sound files using the We Transfer service <https://wetransfer.com/>. When using this service, please include the We Transfer link in your Breathe HR attachments by including the link in your CV or submitting it on a separate document.

3. Complete our [Equal Opportunities Monitoring form](#). This helps us to better understand if our recruitment practices are accessible and equitable to all.

If you have any need for this information in a different format please contact our Theatre Administrator Joanne Leung by emailing [jobs@bushtheatre.co.uk](mailto:jobs@bushtheatre.co.uk) or phone 0208743 3584.

**Deadline for applications: 10am on Monday, 24th June 2024**

**First Interview date: Friday, 28 June 2024**

**Second Interview date: Friday, 5 July 2024**

Interviews will take place **in person** at the Bush Theatre, 7 Uxbridge Road.

We produce new plays and develop artists who see the world from a different vantage point and write stories for the many communities of contemporary London. Our diverse team and their range of experiences are vital to the Bush's success, but we still have work to do to make sure they fully represent the communities we serve. If you are excited about this role and the work we do, we want to hear from you even if you don't meet every criteria. We are particularly keen to receive applications from underrepresented and marginalised groups such as people of North African, Sub-Saharan African, West Asian, East Asian, Southeast Asian, South Asian, Pacific Islander and Indigenous backgrounds, Migrants, LGBTQIA+ people and those who are disabled or neurodiverse.

## **Minimum Criteria Guaranteed Interview Scheme**

As part of our Minimum Criteria Guaranteed Interview scheme, we will offer an interview to disabled candidates who meet the essential criteria for the role. If you consider yourself to have a disability or long-term condition and would like to apply through this interview scheme, please let us know by stating anywhere in your application: 'I would like to apply through the Minimum Criteria Guaranteed Interview scheme.'

## **Data Policy**

Your application and any associated personal information will be stored and processed in accordance with our Data Policy and destroyed after six months. We will keep your equal opportunities form for a period of up to 6 months, after which point the data will be anonymised and aggregated for monitoring purposes. If you are engaged by us, the information you supply will be kept securely and form part of your record with us.

## **Assistant Venue Manager Job Description**

Responsible to: Venue Manager  
Working closely with: Cafe Bar Manager  
Responsible for: Venue Assistants

## **Background**

### ***Bush Theatre***

Opened in 1972, the Bush Theatre is internationally renowned as *'the place to go for ground-breaking work as diverse as its audiences'* (London Evening Standard).

A champion of playwrights and operating in one of the most culturally diverse areas of London, the Bush Theatre has a commitment to its local community and the wider artistic community. Braiding these two strands of work together, the Bush produces an engaging and challenging programme that reflects the world we live in.

Recent successes include multi-award-winning productions *Red Pitch* by Tyrell Williams, *Lava* by Benedict Lombe, *Sleepova* by Matilda Feyişayo Ibini, and *Invisible* by Nikhil Parmar. Richard Gadd's *Baby Reindeer*, Igor Memic's *Old Bridge*, and Waleed Akhtar's *The P Word* won the Olivier Award for 'Outstanding Achievement in an Affiliate Theatre' in 2021, 2022 and 2023 respectively. In 2023 the Bush was joint winner of The Stage's 'Theatre of the Year' alongside the Lyric Theatre, Belfast and produced Sir Lenny Henry's first play *August in England* which was directed by Bush's Artistic Director Lynette Linton and Associate Artistic Director Daniel Bailey.

Since re-opening in March 2017 after a year-long £4.3 million renovation by architects Haworth Tompkins, the Bush has continued to create a space where all communities can be part of its future and call the theatre home.

[Meet the Bush team](#)

### ***Purpose of the role***

At the Bush we welcome our visitors with enthusiasm and authenticity, providing an experience that is right for them. We value our community and the different stories and experiences they bring to our spaces. We want to be helpful and informative at all times, anticipating the needs of our visitors and providing suggestions on how to get the most out of their experience at the Bush and in our community.

Our team of Venue Managers and Duty Managers oversee the day to day management of our shows and activities, ensuring the best possible welcome and highest quality of service for our community of visitors, and realising the potential of our offer to achieve a maximum return for the organisation ensuring the team is up to date on all the Bush's activities, fully trained and they are actively promoting and selling our products.

## **Main Duties and Responsibilities**

### **Operations and Visitor Experience**

- To be responsible for the day to day management of the venue, supporting the Venue Manager in managing the front of house and box office operations
- To produce and distribute daily operational reports
- With the Venue Manager, to lead the Bush Theatre's coordinated approach to welcoming our community, ensuring that all staff fully understand and are fully committed to this approach
- To actively contribute to the Bush Theatre's policy of providing a friendly, welcoming and accessible service to all audiences and visitors to the building
- To deal with all matters raised by members of the public visiting the building, particularly those related to the bar and catering operations, and when necessary following the Bush Theatre's procedures when issues or complaints are received
- Support the Venue Manager with maintenance of the planted roof and terrace gardens
- With the Technical and Producing teams ensure the efficient turnaround for all dressing rooms between productions

### **Staff Management**

- To confidently lead the venue team and take a lead role in managing incidents and emergencies while on shift
- To accurately record front of house staff attendance, where necessary
- To confidently supervise all Venue staff on a day to day basis, including managing breaks and motivating staff
- To provide bar, box office and usher training to casual staff where necessary

### **Performances**

- To liaise with Technical and Production staff to coordinate the smooth delivery of every performance
- To accommodate latecomers and always plan ahead to ensure there is sufficient accessible seating available
- To supervise and motivate Venue Assistants, ensuring they are helpful and knowledgeable when assisting patrons

- To allocate pre and post show tasks to Venue Assistants. This will include selling merchandise, handing out exit flyers and freesheets, assisting stage management and checking tickets during an incoming.

## Hires and Events

- To provide a high level of service for both in-house and external events
- To set up and manage events as required
- To be the first point of contact for all event enquiries acting as host as required
- To undertake 'show-rounds' for prospective hirers as instructed by the Event Manager liaising with Stage Managers as required to access spaces

## Box Office

- To be fully trained on box office and provide box office and reception cover where necessary
- To abide by the data protection act of 1998 when inputting customer data
- To deputise in the absence of the Assistant Venue Manager (Box Office) supervising staff and encouraging an efficient and professional working environment

## Bars and Catering

- To be fully bar trained and be responsible for serving customers in a helpful and efficient manner;
- To deputise for the Cafe Bar Manager in supervising staff and ensuring the smooth day to day operations of the bar and catering operations
- To understand the closing down procedure for tills and the bar supporting Venue Assistants in the absence of a Bar Supervisor
- To assist the Cafe Bar Manager in receiving and putting away deliveries as required

## Maintenance

- To ensure that the public areas of the building, foyer, auditorium and toilets are always presented in the best possible way in terms of cleanliness, general maintenance and the displays of promotional material, and to take appropriate action when needed.
- To ensure all front of house print, displays and merchandise are tidy and well stocked at all times
- To ensure all spaces, fittings, equipment and resources are regularly checked and well maintained, and to take appropriate action when they are not.
- To maintain high levels of cleanliness and tidiness within the kitchen and bar areas and ensure that Food Hygiene regulations are adhered to.

- To assist the General Manager in implementing all environmentally sustainable initiatives, including management of the waste and recycling contracts.

## Health and Safety and Licensing

- To support the General Manager and in Venue Manager managing the safety and security of the building, ensuring that systems and procedures for security are followed and that correct opening up and locking up procedures are followed
- To abide by and promote the theatre's Health and Safety Policy in conjunction with current Health and Safety legislation, and ensure that all members of the front of house team are trained in and comply with emergency and safety procedures
- To adhere to and enforce licensing regulations in the sale of alcohol and licensed activity on the premises
- To carry out a full fire safety check of the entire building at the start of each shift and acting immediately on any concerns
- To undertake and record all regular compliance checks as per the Duty Manager daily record chart
- To confidently disseminate the current show fire evacuation and show stop procedure to staff and crew
- To take responsibility for managing incidents and emergencies whilst on duty including if necessary the calm and efficient evacuation of the entire venue and recording any relevant incident reports to the incident group
- Be a qualified first aider on behalf of the organisation providing relevant accident reports and RIDDOR recommendations to the incident group

## General

- To always act in the best interest of The Bush Theatre.
- To be welcoming and provide excellent customer care to all visitors to the Bush Theatre in all departments.
- To be knowledgeable of all Bush products.
- Actively keep up to date with the artistic programme.
- Actively develop and implement green policies and practices for the department.
- Adhere to Bush Theatre policies, including Equalities (including diversity, access, equal opportunities); Environmental and Health & Safety.
- To maximise income and minimise expenditure wherever possible without jeopardising the quality of the work or the reputation of the Bush Theatre.
- Any other duties as reasonably required.

## PERSON SPECIFICATION

### Essential

- An affinity for the mission, vision and work of the Bush Theatre and a passion to help achieve the theatre's success
- An understanding of our local community, including how we can be inclusive and supportive of their needs as a community building
- A demonstrable commitment to creating an inclusive and welcoming work environment
- Experience in supervising and motivating a team, including performance management.
- Excellent visitor service skills and the ability to communicate effectively with people at all levels, both internally and externally.
- Knowledge of Licensing and Health and Safety and experience of implementing and monitoring safe working practices.
- Excellent organisation and planning skills with ability to work flexibly under pressure, to prioritise and to meet deadlines and work within set budgets.
- A positive attitude with a high level of self-motivation and ability to work using your own initiative, taking personal responsibility and resolving issues independently.
- An understanding of equal opportunity and cultural diversity issues in the delivery of our services, including an understanding of access and disability requirements.
- Flexibility in relation to duties and working hours which will require evenings and weekends.

### Desirable

- Experience of ticketing, sales and box office related activities, including use of the Spektrix box office system
- A valid first aid at work certificate
- Qualifications in Health and Safety and Fire Safety
- SIA badge holder (Security Industry Authority)
- Previous experience providing a community-focused service
- Personal licence holder
- An interest in new writing in theatre

## TERMS & CONDITIONS

**Hours:** 21 hours excluding an hour break per week across at least three days. Evenings and weekends are required.

**Salary:** £27,500 pro rata per annum

**Holidays:** 30 days per annum inclusive of Bank Holidays

Rising to 31 days after two years' service

Rising to 32 days after four years' service

**Probation:** Three months

**Contract type:** 1 year fixed term contract with potential to extend

### Other Benefits:

- Interest-free season ticket loan (after probation) for employees
- Cycle to work scheme for employees
- Complimentary tickets to all Bush productions subject to availability
- 20% discount on food and drink at the Library Cafe Bar
- Access to a confidential counselling service