

STRATFORD
EAST

FRONT OF HOUSE MANAGER
JUNE 2026



STRATFORD
HERE FOR
GREAT THEATRE **EAST**





WELCOME

Thank you for your interest in the post of **FRONT OF HOUSE MANAGER**.

This pack includes information on Stratford East, the job description, person specification and details on how to apply. Please read all the information carefully before starting your application. Only relevant information will be considered when shortlisting applicants for interview. You may find it helpful to look at the Stratford East website www.stratfordeast.com for general information on the theatre's policies, current programme and past history.

We would like all applicants to know that if they need additional support during the recruitment process we are happy to make reasonable adjustments.

The deadline for receipt of completed applications is 10am, Monday 06 July 2026. Applications received after 10AM on the deadline date will not be accepted.

Due to team's timelines interviews will take place, in person at Stratford East on:
First round – Monday 20th July 2026
Second-round – Wednesday 22nd July 2026

We may ask you to carry out a task as part of the interview process. We give as much notice as possible ahead of a task. We are happy to make reasonable adjustments for applicants, if needed, to complete the task.

If you have questions about the recruitment process, or need assistance, please contact recruitment@stratfordeast.com

Stratford East is committed to a policy of equal opportunities embracing diversity in all areas of activity and positively welcomes applications from disabled people and people of all ethnicities.

HOW TO APPLY

Enter your details via BreatheHR our online submission portal: [CLICK HERE](#)

- Upload your covering letter and CV
- When submitting your covering letter and CV via the BreatheHR link, please ensure your full name is part of the file name of the documents you upload
- Please ensure your CV is no longer than 2 pages
- Please include why you want the job and how your skills meet the person specification within your covering letter.
- **ONLY CLICK SUBMIT WHEN YOU ARE READY – YOU WILL NOT BE ABLE TO EDIT YOUR SUBMISSION ONCE SUBMITTED**
- Complete the equal opportunities monitoring form via this link: [APPLICANT MONITORING FORM](#) (optional)
- If you choose to submit a recorded application, please email the recording to recruitment@stratfordeast.com
- If your recorded application can be found online, please send the link to recruitment@stratfordeast.com
- Contact recruitment@stratfordeast.com if you need any assistance with uploading documents
- Supporting statements can be submitted in written, video or audio format, please see the application form for more details.



ACCESS REQUIREMENTS FOR THE APPLICATION PROCESS

We want to make this application process as accessible as possible and supply large print application packs. We will accept covering letters and CVs in a video or audio format.

We appreciate that some candidates will have needs which mean that it is preferable for them to submit a recorded application, rather than a written one.

Recorded applications should be no longer than 5 minutes, unless longer is needed to meet your access needs. We welcome application videos in BSL

If you have any specific requirements including anything you might need, should you get called for interview (e.g. interpreters, information in different formats etc.) or would like to discuss any aspect of the role in confidence, please contact recruitment@stratfordeast.com.

Please note, any information you provide around your access requirements will not form part of the shortlisting process.



SAFER RECRUITMENT PRACTISES

Stratford East is committed to safeguarding and embeds safeguarding in all of its working practices. As part of our recruitment process, we ask applicants to agree to undertake a DBS check and complete a self-disclosure form, if applicable to the role.

If required, applicants will need to complete a self-disclosure form if invited to an interview. The completed form should be brought to the interview in a sealed envelope, marked 'confidential'. The envelope will only be opened, and the contents reviewed, as part of our referencing process, if the candidate is successful. All unopened disclosure forms will be shredded.

References are only sought for successful candidates, when referees are approached, we will ask them to assess the candidate's suitability for the role if it involves working with children, young people, and vulnerable adults.





STRATFORD EAST

Stratford East is here to make truly great theatre in an atmosphere that welcomes all, with extraordinary shows that are affordable by all in the beating heart of East London.

Stratford East is a producing theatre, built in 1884, in the heart of East London, situated a short walk from Stratford station. We have a proud history and an exciting future. We represent our culturally and socially diverse community in the work we make, the people we employ and our audiences and participants. We tell stories that are current, political and representative of London.

From 1953 – 1979 the theatre was the home of Joan Littlewood’s legendary Theatre Workshop Company which received international recognition with their acclaimed productions such as *Oh, What a Lovely War!* and *A Taste of Honey*. Many leading actors, writers and directors have been part of the Stratford East family including Meera Syal, Barbara Windsor, Don Warrington, Sheila Hancock, Indhu Rubasingham, Tanika Gupta, Roy Williams and Cynthia Erivo.

We run a Learning and Participation offer that is accessible and inclusive to all. We run a range of programmes to create a lasting impact for our local community which aims to:

- provide routes into the industry, across all theatre departments, with a particular focus on diversifying those coming into the workplace; and
- provide opportunities to people of all ages to develop their creative talents and engage with the theatre’s work, ensuring there is a creative outlet to the widest possible constituency.

GOVERNANCE AND FINANCES

Stratford East is a registered charity (Charity Name: Pioneer Theatres Ltd) and a company limited by guarantee. Stratford East Trading Limited is a subsidiary of the charity and operates the bar and catering provision. We are overseen by a non-executive Board of Directors chaired by Bindi Karia. The Board delegate day-to-day management of the theatre to its Executive Team.

We have an annual turnover of approximately £5m and our work is funded through four main sources: grant income from Arts Council England ; box office income; fundraising income from trusts, businesses and individuals; and other earned income which includes commercial hires, catering and front of house sales.





JOB DESCRIPTION

Job Title: Front of House Manager
Reporting to: Head of Operations
Direct Reports: Deputy Duty Manager, FOH Team
Working with: Head of Operations, General Manager, Stratford East Trading Manager, Duty Manager Team, FOH Team and Bar Team

MAIN PURPOSE OF THE ROLE

The Front of House Manager leads on the smooth running of TRSE's Front of House (FOH), Duty Management (DM) teams, ensuring the quality of welcome and experience that our visitors receive. The role has a strong customer focus to ensure that we provide the best possible customer experience for all.

The post works collaboratively with the Stratford East Trading (Bar) Manager to ensure they provide framework for all customer facing teams to provide an excellent visitor experience.

In addition, the Front of House Manager is responsible for the safety and security of all building users, adhering to all current Health and Safety requirements of the organisation.

BUILDING MANAGEMENT

- Schedule & oversee the recording of monthly Health and Safety checks
- Schedule a Duty Manager to support building maintenance with emergency light checks
- Train the Duty Managers to distribute and update SALTO passes. Where able, dealing with any issues associated with SALTO, escalating to the Buildings and Facilities Manager when necessary

CUSTOMER SERVICE AND WELCOME

- Inspire staff to be customer focused, welcoming, committed and diligent
- Work with staff to ensure consistency of service
- Oversee the Front of House Management of each performance / event and personally act as Duty Manager for at least three shows a week, taking responsibility for any VIP performances (First Nights, Press Nights etc.)

STAFF SUPERVISION AND MANAGEMENT

- Work with the SET (Bar) Manager to ensure that staffing levels and rosters are put together to ensure consistency of service whilst maximising efficiency and are within agreed budgets.
- Recruit, induct and train the Front of House staff and Duty Managers
- Ensure that FOH staff and Duty Managers are regularly trained on customer service and health & safety issues, particularly fire drills and evacuation
- Ensure Duty Managers are trained and confident in the operation of the fire panel and how to evacuate the building
- Conduct regular staff reviews and annual appraisals
- Ensure all FOH staff and Duty Managers are regularly briefed with all information required for shows and events
- Monitor staff attendance, timekeeping and performance and take appropriate action to address any shortfalls



EVENTS AND HIRES

- Ensure that risk assessments and Event sheets have been received and shared with relevant staff in a timely manner
- Ensure correct FOH and DM staffing levels are in place for events and hires
- Where needed, oversee the delivery of the event

FINANCE AND STOCK

- Support the Head of Operations in working to meet income targets and ensuring expenditure is in budget
- Oversee cashing-up of takings and receipts and completing any relevant reports
- Contribute to the administration and maintenance of the EPOS system
- Research and order all kiosk refreshments as well as show-specific merchandise
- Responsible for displaying merchandise to required operational standards to maximise sales and ease purchase
- Prepare weekly payroll in a timely fashion for the Head of Operations to approve
- Carry out reconciliation of Equals Card Expenditure

HEALTH AND SAFETY

- Commit to acting as Duty Manager and keyholder at least three evenings a week, with a full knowledge of fire evacuation procedures and adherence to stringent opening and closing protocols (please see addendum for more details on the role of Duty Manager)
- Manage, order and re-stock all the first aid kits around the building
- Be an active member of the Health and Safety Committee





Mama Goose Photography by Mark Senior

CLIMATE

- Encourage FOH staff to recycle as much customer waste as possible
- Communicate our green priorities and initiatives to visitors wherever possible

OTHER

- Cover the SET Manager DM shifts in their absence
- In the absence of the SET Manager authorise the sale of alcohol
- Implement and follow TRSE's procedures for completing and distributing a FOH and DM reports and ensure that all other daily records including staff timesheets are complete
- Support the Bar team, where needed and appropriate
- Advocate for Stratford East, its mission, aims, values and activity
- Remain familiar with the Stratford East's programme and other facilities, to converse with customers in an informed and confident manner
- Maximise income and minimize expenditure wherever possible, without jeopardising the quality of the work or the reputation of TRSE
- Be familiar and implement all TRSE Company Policies including, but not limited to, our Equal Opportunities Policy, Dignity at Work Policy and Health and Safety Policy
- Other tasks as required, commensurate with the overall purpose of the post



THE BIG LIFE Photograph by Mark Senior

PERSON SPECIFICATION

	Essential	Desirable
Knowledge and Experience		
Experience leading on customer service delivery	X	
Experience of managing a team of casual and/or permanent staff	X	
Experience of using rota or scheduling software	X	
Evidence of achieving sales targets		X
Experience of venue or space management		X
Detailed knowledge of Health and Safety legislation including Health and safety training		X
Experience in conflict resolution	X	
Skills		
Fully computer literate including a good working knowledge of Microsoft Office	X	
Strong organisational and administrative skills	X	
Strong attention to detail	X	
Excellent time management skills	X	
Strong numeracy skills including experience in cash handling	X	



PERSON SPECIFICATION CONT.

	Essential	Desirable
Personal Attributes		
Personable and able to communicate effectively with a wide range of people	X	
Proactive, flexible, with a can do approach	X	
Ability to work effectively under pressure and remain calm at all times	X	
Confident team leader and player, able to inspire and motivate a team of casual staff	X	
Demonstrable alignment with TRSE's core culture and values	X	
Passion & enthusiasm for theatre and the arts, and for working within the East London area	X	
Qualifications (if applicable)		
First Aid trained		X
Fire Marshal trained		X
Personal licence holder		X
SIA License holder		X
First Aid trained		X
Fire Marshal trained		X



INFORMATION	
Contract type	Permanent, Full time
Salary:	£33,00 per annum
Hours of Work	Minimum 40 hours per week. Normal hours are worked, over five days, Monday to Saturday inclusive, with regular evening work. However, you are expected to work the hours necessary to fulfil the objectives of your role and may be required to work a sixth day in some weeks and may need to work an occasional Sunday. We operate a TOIL policy for additional hours worked.
Holidays	30 days per annum including bank holidays. This will increase by 1 day for each full holiday year of service completed to a maximum total of 33 days.
Probation:	6 months
Notice Period:	2 months (after probation)
Pension:	Up to 5% matched pension contribution after qualifying period
Other Benefits	Season ticket loans, Cycle to Work Scheme, complimentary theatre tickets, staff catering discount, Employee Assistance Programme (support and advice via phone and online for on various matters including legal, debt, counselling etc.)