



LIVERPOOL'S ROYAL COURT

Front of House Lead - 4-Month Fixed-Term Contract

Job Information Pack

Supporters



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



Liverpool
City Council

Culture
LIVERPOOL



Liverpool's Royal Court

Liverpool's Royal Court Theatre has been producing high-quality, accessible theatre for over 18 years. We present real Liverpool lives on stage and celebrate all that is good about Liverpool's rich culture. We became an Arts Council National Portfolio Organisation in 2018. The theatre is one of the largest producing theatres in the North of England and we are proud to be recognised as successfully engaging non-theatre audiences and participants from some of the most deprived social and economic areas of the UK.

Mission

To entertain, educate and uplift people by creating an environment that makes theatre accessible to all and enriches Liverpool's vibrant cultural life.

Vision

That the theatre is a space where everyone, regardless of background or experience with the arts, feels welcomed and inspired. Our stage is a platform for innovation, creativity and collaboration and we strive to nurture the next generation of artists and audiences alike.

Belief

That the theatre speaks to the experiences and aspirations of the people of Liverpool and is dedicated to representing the city's vibrant culture and heritage.



About the Job

The Front of House Lead plays a key role in the successful day-to-day operation of the theatre, supporting the Front of House management team to deliver a safe, welcoming, and professional experience for all customers.

Working operationally alongside the Front of House team, the Front of House Lead will provide visible leadership during performances and events, ensuring staff are correctly positioned, fully briefed, and delivering excellent standards of customer service.

The role will act as a first point of escalation for Front of House staff and will support management with customer queries, incidents, health and safety, audience management and the smooth running of performances.

This is a 4-month fixed-term position designed to provide additional operational leadership and support during a busy period.

- **Department:** Front of House / Operations
- **Reports to:** Front of House Manager / Assistant Front of House Manager
- **Contract:** 4-Month Fixed-Term Contract
- **Hours:** Variable, including evenings, weekends, matinees, and Bank Holidays as required
- **Salary:** £13.75 per hour

Key Responsibilities

Front of House Operations

- Support the Front of House Manager and Assistant Front of House Manager with the effective running of performances and events.
- Provide visible leadership to the Front of House team throughout each shift.
- Assist with pre-performance staff briefings and ensure team members understand their positions and responsibilities.
- Ensure Front of House areas are prepared, presentable and ready before opening to customers.
- Monitor customer flow throughout the building, including entrances, bars, auditorium areas and exits.
- Support the safe and efficient seating of customers prior to performances.
- Assist with latecomers, interval operations and post-show audience management.
- Ensure operational procedures and theatre policies are followed consistently by the Front of House team.
- Identify operational issues and escalate them to the appropriate manager where required.

Team Leadership

- Lead by example and maintain high standards of professionalism, customer service and conduct.
- Provide clear direction and support to Front of House staff during shifts.
- Assist with the allocation and deployment of staff across Front of House areas.
- Ensure staff remain in their allocated positions and carry out their responsibilities effectively.
- Support new and less experienced team members during performances.
- Provide constructive feedback and address minor performance issues during the shift where appropriate.
- Escalate repeated or significant performance or conduct concerns to Front of House management.
- Help maintain positive communication between Front of House staff and management.

Customer Experience

- Ensure all customers receive a friendly, welcoming, and professional experience.
- Act as a first point of escalation for customer queries and

concerns that cannot be resolved by Front of House staff.

- Resolve customer issues confidently and professionally within the authority of the role.
- Escalate significant complaints or incidents to the Front of House Manager, Assistant Front of House Manager or Duty Manager.
- Support customers with accessibility requirements and ensure agreed accessibility procedures are followed.
- Deal appropriately with disruptive behaviour and other audience issues, seeking management or security support where required.

Health, Safety & Emergency Procedures

- Maintain a strong awareness of health, safety, security, and fire procedures at all times.
- Ensure Front of House staff are positioned appropriately, and that emergency exits, evacuation routes and public areas remain clear.
- Identify and report hazards or safety concerns immediately.
- Support management during evacuations, invacuations, medical incidents and other emergency situations.
- Ensure incidents, accidents and near misses are reported promptly and accurately.
- Assist with security procedures, including customer entry and bag-search arrangements where required.
- Remain calm, professional, and decisive during incidents and emergency situations.

Performance & Event Duties

- **Assist** with opening and closing Front of House areas.
- Ensure auditorium and public areas are ready for customers.
- Support the management of queues and busy customer areas.
- Liaise with Front of House management regarding audience readiness and any issues affecting the start of a performance.
- Monitor the auditorium during performances where required.
- Support interval operations and the safe movement of customers.
- Assist with the orderly evacuation of the building at the end of performances and events.

Person Specification

Essential

- Previous experience working in Front of House, hospitality, leisure, entertainment, or another customer-facing environment.
- Experience of supervising, leading, or providing direction to a team.
- Excellent customer service and communication skills.
- Confident dealing with challenging situations and customer complaints.
- Ability to remain calm and professional in a busy environment.
- Strong organisational skills and attention to detail.
- Ability to make sensible operational decisions within the responsibilities of the role.
- Reliable, punctual, and professional.
- Comfortable working evenings, weekends, matinees and during busy seasonal periods.
- Strong awareness of the importance of health, safety, and emergency procedures.

Desirable

- Previous theatre, entertainment, or live-event experience.
- Previous Front of House supervisory or team-leadership experience.
- Experience dealing with large numbers of customers.
- Experience supporting emergency or evacuation procedures.
- First Aid qualification.
- Customer service, health and safety or conflict-management training.

Key Attributes

The successful candidate will be:

- **Confident** – able to provide clear direction to staff.
- **Approachable** – someone team members and customers feel comfortable speaking to.
- **Professional** – maintaining high standards at all times.
- **Calm under pressure** - particularly during busy performances or incidents.
- **Proactive** – identifying and resolving issues before they escalate.
- **Customer-focused** – understanding the importance of the overall audience experience.
- **Team-focused** – supporting both Front of House staff and management.
- **Safety-conscious** – recognising that customer and staff safety is always a priority.



How To Apply

This position is offered on a 4-month fixed-term contract.

The role will require flexibility in working patterns to meet the operational needs of the theatre, including evening performances, weekends, matinees, and other events.

The Front of House Lead will be expected to work closely with the Front of House Manager and Assistant Front of House Manager throughout the contract and contribute positively to the effective, safe and professional operation of the Front of House department.

If you think that you meet all the requirements to be a successful candidate, please send us the following:

- An up-to-date CV
- A supporting statement which details why you want the role, how it fits into your longer-term career plans and how you feel you meet the expectations of the JD, ensuring that you address each point under the 'successful candidates will have' section above
- The names and contact details for two referees, one of whom should be your current or most recent employer, if possible. We will not contact any referees without your prior permission

If you require further information about this recruitment process, need additional information about the role, or would like to discuss your access requirements, please email HR on **HR@liverpoolsroyalcourt.com**

We would appreciate it if all candidates could complete the EDI form to help the organisation to monitor diversity across the organisation. We strongly encourage all applicants with disabilities and people from ethnically and culturally diverse backgrounds to apply as we strive for our team and our work to be informed by and representative of the diverse communities we serve.

We're committed to creating a comfortable and inclusive environment for all candidates, so please let us know if you need any reasonable adjustments or special arrangements for the interview.