Isaac Theatre Royal

POSITION DESCRIPTION
Front of House Manager

Purpose of Role
To be responsible for all matters concerning Front of House (FOH) before, during and after performances/events within the Theatre.

Duties
- Fire Warden responsibility during any event at the theatre
- Care and supervision of the public before, during and after performances/events to ensure their comfort, enjoyment and safety.
- Ensuring safe evacuation of the entire FOH area in the event of an emergency.
- Holding pre-show FOH staff briefing sessions ensuring all FOH staff are well informed of show details, Health and Safety responsibilities and allocation of staff to their specific areas taking care always that staff unable to use the evacuation chair are to be allocated in the stalls only.
- Supervising all FOH staff when on duty.
- Liaison with Promoters regarding FOH matters.
- Liaison with external representatives i.e. Show Support, Red Badge Security, Ticketek and briefing them of requirements for the performance/event.
- Arranging with Management and/or training for new staff to ensure Health and Safety and Fire Regulations are enforced.
- Visual inspection of the Theatre on all three levels before each performance to ensure compliance with prescribed safety procedures and completing show pre-check form in conjunction with Venue Technician.
- Ensuring all staff are aware of any patrons with accessibility needs so that necessary checks are covered
- Ensuring all monies collected from the bars are locked in Theatre safes.
- Ensuring all theatre safes are locked at all times
- Opening and closing the Theatre before and after each performance.
- Keeping Theatre Management fully informed on any FOH issues that arise in maintenance, staff in the FOH Managers Book.

LINE OF RESPONSIBILTY
- Theatre Management
- The Chief Executive