

<b>JOB TITLE:</b>	<b>FOH AND OPERATIONS MANAGER (Maternity Cover)</b> <i>Commercial Events &amp; Private Hire Focus</i>
<b>CONTRACT:</b>	Fixed-term maternity cover (9 months)
<b>HOURS PER WEEK:</b>	Part-time, 30hours per week (4 days)
<b>SALARY:</b>	£22,500 (FTE £30,000)
<b>REPORT TO:</b>	Executive Director

### **Unity's Core Purpose**

To connect people through powerful creative experiences that reflect the world around us, spotlight underrepresented voices, and inspire positive change.

### **Vision**

To be the go-to creative space in Liverpool for creative expression and inspiration, where powerful stories from diverse voices are heard, celebrated, and drive change.

### **Mission**

We unite and inspire our local community of artists, audiences and participants through high-quality creative experiences that challenge and inspire, giving a platform to underrepresented voices and inspiring positive change.

### **PURPOSE OF THE ROLE**

This is a fast-paced, hands-on role in a busy venue and is not a desk-only position. It combines operational leadership and line management with on-the-ground delivery on show nights, including regular evening and weekend work and the practical, physical demands of preparing spaces, supporting bar/FOH activity, and responding quickly when things change.

A key priority of this post is to enhance our private hire processes, increase bookings, and maximise income through proactive sales, stronger promotion and an improved customer journey, working closely with the Marketing & CRM Manager and making effective use of our CRM and ticketing system (TicketSolve).

### **YOUR CORE RESPONSIBILITIES**

#### **1) Front of House delivery and show/hire staffing**

- Recruit, rota and manage the Front of House casual team to ensure all performances, events and hires are fully staffed.
- Ensure Duty Manager and key FOH roles are covered for every show and building hire (including bar provision where required).
- Lead on casual team performance management, including capability/disciplinary processes and hiring casual staff in line with Unity procedures.
- Provide clear briefs to FOH teams for each event/hire, ensuring customer journey, access arrangements and operational info are understood.

## 2) Compliance, training, certification and safer recruitment

- Ensure sufficient certified Fire Officers and First Aiders are scheduled for each event/hire, and that minimum cover is always met.
- Maintain training records and ensure all FOH-related certificates and mandatory training are in date (including booking refresher training).
- Ensure DBS checks are carried out where required for specific duties, projects or working contexts, and records are managed appropriately.
- Support incident reporting and ensure FOH teams understand reporting procedures and emergency protocols.

## 3) Private hires income generation (sales and bookings)

- Lead on promoting and booking private hires (corporate, private and community), managing enquiries through to confirmed booking.
- Ensure hire customers receive clear information, costs, terms, and a professional customer journey.
- Ensure hires are scheduled, staffed, risk assessed and delivered smoothly, with clear internal communication and client confidence.
- Work closely with the Artistic Director on managing the building diary, ensuring there is a balance between the artistic programme and private hires.

## 4) Lead generation, promotion and conversion

- Work closely with the Marketing & CRM Manager to proactively promote Unity as a hire venue (web updates, brochures, targeted campaigns, listings, partnerships, outbound outreach).
- Continue to strengthen the hires customer journey: response times, clarity, professionalism, and conversion follow-up.
- Build relationships with local networks likely to generate hire leads (community organisations, corporate contacts, creatives, agencies, event planners, education partners).

## 5) Income generation and upsell

- Deliver against agreed private hire income targets and contribute to wider commercial growth.
- Maximise income per booking through appropriate upsell/cross-sell (e.g. bar packages, staffing, technical support, extended hours), without compromising customer experience.
- Track core hires metrics and report progress to the Executive Director (enquiries, conversions, value, repeat bookings, seasonality).

## 6) Budget management and payroll inputs

- Hold and manage the Front of House / Operations budget, monitoring spends and ensuring best value from suppliers and contractors.
- Manage casual staffing costs in line with agreed budgets, ensuring rotas are efficient and proportionate to event needs.

- Collect, check and approve casual timesheets for payroll processing, submitting to the Executive Director in line with payroll deadlines.
- Maintain accurate records of FOH costs, contractor invoices (within remit), and operational spend for reporting and budgeting.

### 7) Customer experience and public-facing operations

- Take operational ownership of the audience experience across public spaces, ensuring the venue feels safe, welcoming, clean and well-run.
- Manage FOH operational systems and processes (e.g. customer service standards, opening/closing procedures, bar/foyer set-ups, queue management, accessibility readiness).
- Handle customer queries, complaints and operational issues as appropriate, ensuring timely resolution and learning is captured.

### 8) Bar Operations and Management

- Hold overall responsibility for the safe, legal and profitable operation of Unity's bar(s) during performances, events and hires.
- Plan and deliver bar service for all public events, ensuring appropriate staffing, set-up, stock levels and customer service standards.
- Manage bar stock control: ordering, deliveries, storage, stock rotation and wastage control, in line with budget and licensing requirements.
- Ensure bar pricing, tills/cash handling procedures and end-of-night processes are followed, with accurate reconciliation and reporting as required.
- Ensure compliance with licensing law and Unity policies, including Challenge 25 and refusing service where appropriate.
- Recruit, rota, brief and supervise bar staff (where bar staffing sits within the FOH casual team), ensuring they are trained and supported.
- Identify opportunities to increase secondary spend (e.g. pre-show/interval offers, bar promotions, packages for hires) in collaboration with Marketing/CRM and the Executive Director.

### 9) Public areas facilities management (FOH building maintenance)

- Manage the upkeep and presentation of all public spaces including box office areas, foyer, bar front-of-house areas, corridors used by audiences, and public toilets.
- Oversee maintenance and stocking of public toilets, escalating repairs/issues to the Technical & Building Manager where required.
- Identify, log and prioritise FOH-area repairs/maintenance and coordinate with the Technical & Building Manager and/or contractors for completion.
- Ensure public areas meet basic compliance and safety standards (signage, trip hazards, cleanliness, lighting issues in public areas, etc.).

## 10) Fire Safety Management (Responsible Person)

- Act as Unity's lead for fire safety management (the Responsible Person/lead coordinator), ensuring all fire safety arrangements are planned, implemented and monitored across the building.
- Ensure fire risk assessments are in place, reviewed as required, and that actions are implemented and tracked to completion.
- Ensure all fire safety equipment and systems are inspected, tested and maintained in line with statutory requirements and service schedules (e.g. alarms, emergency lighting, extinguishers, fire doors), coordinating contractors and keeping records.
- Plan, run and record regular fire drills and ensure learnings/actions are followed up.
- Ensure FOH casual staff receive appropriate fire safety training/briefings, including role-specific responsibilities (e.g. Fire Officer/Duty Manager duties), and that training records and certificates are kept up to date.
- Ensure event-day fire safety procedures are followed (occupancy, exit routes, evacuation plans, signage, keeping fire doors/routes clear) and that relevant information is communicated to staff and visiting companies/hirers.
- Liaise with the Technical & Building Manager regarding any building issues impacting fire safety (e.g. faults, repairs, contractor works), ensuring timely resolution.

## 11) Cleaning, waste and contractor management

- Manage Unity's contract with external cleaners, including service standards, scheduling, access, issues resolution and contract performance.
- Manage waste collection arrangements (general waste, recycling, glass and any other waste streams), ensuring compliance and smooth operations.
- Liaise with suppliers/contractors relating to FOH operations (e.g. cleaning, waste, FOH consumables), ensuring best value and reliable delivery.

## 12) Cross-team coordination and shared responsibilities

- Work closely with the Technical & Building Manager to coordinate building readiness, contractor access, and maintenance scheduling, especially where issues impact audiences or FOH operations.
- Coordinate with the Marketing & CRM Manager where FOH/customer journey information needs to be communicated clearly to audiences (e.g. arrival info, access notes, latecomers' policy).
- Contribute to organisational planning, including operational input into event feasibility, staffing models and customer experience improvements.

## 13) Other responsibilities

- Undertake any other duties commensurate with the role, as reasonably required.

## PERSON SPECIFICATION

### Essential

- Proven experience in venue operations and/or events management (including planning, staffing, client management and delivery).
- Demonstrable ability to manage bookings, clients, quotes, logistics and event-day delivery in a calm, organised way.
- Strong people-management skills (scheduling, briefing, performance management, handling issues fairly).
- Good working knowledge of FOH compliance needs (fire safety roles/briefings, first aid cover, incident reporting).
- Commercial confidence: able to convert enquiries into bookings, manage expectations, and grow income through clear offers and upsell.
- Excellent communication and customer service skills, including professional written communication.
- Strong organisational and admin skills, able to run clear processes and keep accurate records.

### Desirable

- Experience improving sales pipelines / enquiry-to-booking processes.
- Familiarity with booking/admin systems and basic finance workflows (raising invoices, deposits, payment schedules).
- Experience working in an arts venue or cultural organisation.

### Working arrangements

Please note: due to the nature of a venue-based organisation, you will be expected to work outside of core hours from time to time (including occasional evenings and weekends) to meet the needs of the organisation.

### Annual leave

Annual leave for a full-time role is 25 days per year, plus UK bank holidays (pro-rated for part-time working).

### Non-contractual time off

Unity normally closes on the working days between Christmas and New Year (excluding bank holidays). This closure period is provided as non-contractual additional time off and may vary slightly each year depending on operational need.

### Theatregoing and sector engagement

Unity staff champion theatre and the work of our artists and partners. Where appropriate, this includes attending theatre productions at Unity and in the wider sector to stay connected to current work, strengthen relationships, and build insight into audiences and practice.

- Staff are offered complimentary tickets for performances at Unity (subject to availability).

- From time to time, staff may also be invited to attend opening nights or partner productions elsewhere, where this supports organisational relationships and learning.

*Attendance is encouraged where it supports the role and organisational priorities but will be balanced with workload and operational needs.*

## HOW TO APPLY

To apply, please send: to [eleanor@unitytheatre.co.uk](mailto:eleanor@unitytheatre.co.uk)

- Your CV, and
- A supporting statement answering Questions 1–4 below.

These questions are designed to help us understand your experience, judgement and motivation for the role beyond what is captured in your CV.

We recommend a total word count of no more than 1,000 words across your answers (but you are welcome to write less).

### Questions

#### 1. Private hires: turning enquiries into bookings

Tell us about your experience managing venue/private hires or events bookings. Walk us through your approach from enquiry to delivery. What do you do to improve conversion and keep the client experience professional?

#### 2. Commercial thinking and income growth

Give an example of how you increased income in an events/venue setting (e.g. more bookings, better conversion, higher average booking value, upsells like staffing/bar/tech). What actions did you take, what changed, and what was the outcome?

#### 3. People management in a casual workforce

This role line-manages a casual Front of House team. Describe how you recruit, rota and manage casual staff to keep standards high and shifts covered. Include how you handle reliability issues, performance concerns, and keeping required cover in place (e.g. Fire Officer/First Aid) without it becoming a constant firefight.

#### 4. Health & Safety and building operations

This role has responsibility for FOH/public-facing building operations and fire safety management. Please describe your experience of managing Health & Safety in a live venue/events environment. Include an example of how you have identified and managed risk (e.g. crowd management, slips/trips, working at height exclusions, bar/service risks, evacuation planning), and how you ensured compliance checks, records and staff briefings were in place.

Please feel free to add any additional information that will support your application.

### **Recruitment timeline and important information**

Closing date for applications: **22 February 2026**

**Interviews:** Early March 2026, with a view to making an offer of employment to the successful candidate by mid-March.

**Start date:** The successful applicant will be required to commence work on or before **04 May 2026.**

Please do not apply unless this is feasible.

The FOH and Operations Manager will begin maternity leave from the end of May 2026 and the intention is for the successful candidate to have up to two weeks' handover.

Candidates are welcome to get in touch for an informal conversation about the role before applying. Please email [JulieFilain@unitytheatre.co.uk](mailto:JulieFilain@unitytheatre.co.uk) to arrange a call.

### **Access requirements**

We welcome applications from all and are happy to discuss access requirements. If you would like to discuss any access needs during your application, or if you are selected for interview, at the interview stage, please email [eleanor@unitytheatre.co.uk](mailto:eleanor@unitytheatre.co.uk) and we will get in touch with you.

### **Right to work in the UK**

Applicants must have the right to work in the UK at the time of application. Unity Theatre is not able to provide visa sponsorship.