

Front of House Duty Manager

We are now inviting applications for the position of **Front of House Duty Manager** at Bedlam Fringe 2026. This is a unique opportunity to gain hands-on experience managing a Front of House team during one of the world's most renowned cultural events at a venue with 10 shows per day with 30-minute turnarounds.

As Duty Manager, you will play a vital role in ensuring the smooth and safe running of the venue, providing excellent customer service, and helping to create a welcoming environment for audiences and performing companies alike. You'll lead a small Front of House team during shifts, be responsible for daily venue operations, and act as the first point of contact for both the public and performing companies.

In the period of April to July, you can take up additional venue management responsibilities in areas you would like to develop in. This may include:

1. Ticketing operations and service
2. Staff rotas
3. Staff training and procedures
4. Staff interviews
5. Bar/cafe management
6. Theatre building maintenance
7. Front of House decoration/presentation

Please indicate in your application which of these you would be interested in.

To apply, please submit a CV and answer our application questions via our [application form](#) by **17:00 14 April**. We will notify shortlisted candidates by **18 April**, with interviews scheduled for **21 and 22 April**.

Availability and Compensation

The Front of House Duty Manager must be available from **14 July to 1 September 2026**.

This period will begin with training sessions led by the Front of House and Venue Managers, covering all operational procedures, including health and safety protocols, box office systems, and general FOH duties.

During the festival (7–30 August), the venue operates from 10:30am to 2:00am, and shifts will vary within this timeframe. The Duty Manager is expected to work approximately **24-40 hours per week**, depending on their availability, with shift schedules arranged in advance.

This is a **zero-hours position** paid at **£14.50 per hour with an additional 12.07% holiday pay paid out in September pay**.

Key Responsibilities

1. Prior to the start of the Fringe, help the Venue Manager create and enforce all procedures relating to front of house, train front of house staff, and produce the staff schedule.
2. Help the Venue Manager prepare all areas of the theatre for the Fringe, including building/ decorating projects and general housekeeping tasks.
3. Duty Managing the venue during the Fringe, being the first point of contact in the venue for companies and customers and managing the Front of House team while on shift
4. Managing the day-to-day operation of ticketing during the festival in collaboration with the Venue Manager
5. Keeping the venue running to schedule, ensuring that audience changeovers between shows are managed effectively.
6. Ensuring that all areas of the building are in a tidy and presentable state, keeping everything clean and restocked.
7. Seeing that all visitors to the theatre are welcomed in a friendly and enthusiastic manner.
8. Assisting audience members by dealing with their questions and issues, ensuring their safety and comfort on the premises, and providing excellent customer service.
9. De-escalate conflicts calmly and assertively, including with late-night audiences.
10. Being respectful of and meeting the needs and accessibility requirements of patrons.
11. Managing the changeover of audiences between shows, including checking tickets and seating visitors in an efficient but respectful manner.
12. Providing accurate information and directions to patrons, responding quickly and positively to questions, requests, problems, or complaints.
13. Collecting and keeping notes of any lost property.
14. Act as fire steward and first aider for the building (training provided)
15. Reporting any incidents or accidents to the Venue Manager.
16. Opening/closing the building, ensuring safety protocols are followed.

Key Relationships

1. **Venue Manager (supervisor):** Assist them with creating and enforcing front of house procedures, forming the staffing schedule, and training front of house staff.
2. **Front of House Staff:** Lead and support them during shifts.
3. **On-Shift Technician:** Ensure overall operational success, making sure shows run on time.

Essential Criteria

1. Commitment to delivering a **world-class** festival experience.
2. Positive attitude towards **Bedlam Fringe** and a strong desire to contribute to its development and success.
3. Strong commitment to supporting and enhancing the **Front of House team's** experience and making a positive impact on the festival.
4. **Proven experience** managing a team in a fast-paced environment.
5. Experience working in a **public-facing role**.
6. Strong **communication and interpersonal skills**, with the ability to build and maintain professional relationships while handling sensitive information appropriately.

7. Ability to remain **calm under pressure**, think on your feet, and make quick decisions when needed.
8. Self-motivated with a **willingness to learn**, take initiative, and undertake appropriate training.
9. Enthusiastic, **proactive, and adaptable**, with a problem-solving mindset.
10. Flexible approach to **working hours and shift patterns**.

Desirable Criteria

12. Experience with **ticketing and point-of-sale systems**.
13. Experience working in **hospitality**.
14. Understanding of **health and safety regulations** relevant to venue operations.
15. A hands-on approach and willingness to assist in **venue setup and maintenance** as required.
16. Experience at a student-run theatre like Bedlam, and an understanding of the dynamics between students, the Students' Association, the university, and professionals.