



JOB DESCRIPTION

Job Title: Duty Manager- Part-time

Responsible to: Front of House Manager

Job Purpose: To support the smooth running of New Wolsey Theatre's front-of-house operations by providing confident, visible management during performances and events. The Duty Manager leads staff and volunteers, ensures the safety and comfort of audiences, resolves issues promptly, and delivers a welcoming and professional customer experience across all theatre spaces.

Key Relationships: Theatre Manager, Café & Bar Manager, Café & Bar Supervisors and Assistants. Box Office Team, Technical Team, Visiting Companies and Stage Management.

Key Responsibilities:

- To be the Duty Manager during performance times and other theatre activities across all NWT spaces and venues
- To oversee the welfare of audiences, customers, participants and staff, ensuring a friendly and welcoming customer experience at all times
- To brief volunteer ushers before each performance and oversee the smooth running of the usher's duties
- To be the 'Host' of the theatre's spaces whilst open to the public
- To lead on acknowledging and resolving any situation that occurs, including but not restricted to, seating queries, cancelled / stopped performances, first aid incidents and evacuations
- To be fully conversant in the theatre's emergency procedures in order to lead on any emergency that occurs whilst on duty (i.e. power cut or fire evacuation)
- To assist the Front of House Manager in emergency procedure training for staff and volunteers
- To work together with Café & Bar and Box Office colleagues to enable the smooth running of the Front of House operation
- To ensure that the administrative aspects of any programme or merchandise sales, including but not restricted to, cashing up and banking procedures are completed accurately and in a timely manner
- To ensure the customer facing Front of House theatre spaces are clean and well maintained at all times
- To be responsible for closing down the Front of House spaces at the end of the last performance, leaving all spaces safe and clean
- To ensure that the building security protocols, including locking up and alarming, are observed at the end of evening shifts
- Be a First Aider as part of the staff on duty (training will be provided)
- To support the Front of House Manager in projects and administration as required.



Other

- To understand and represent the Values of the New Wolsey Theatre
- To ensure a welcoming environment for customers and participants with access requirements
- To have an understanding of the Box Office System and Café & Bar service to enable emergency support as required
- To participate in forums and cross organisation groups focusing on developing the theatre's strategic goals, including but not restricted to, Equality, Diversity and Inclusion and Environmental Responsibility.
- To maintain the security and confidential status of all information as designated and to conduct all activities in a professional manner at all times.
- To undertake any other reasonable responsibilities as and when required.

October 2026

This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive



PERSON SPECIFICATION

We're interested in hearing from candidates with some (but not necessarily all) of the skills and experience outlined below:

- Experience of working in a customer facing / customer service role
- Experience of providing good customer service and a great visitor experiences
- A confident communicator, including on the telephone and in person
- Excellent interpersonal skills with the ability to communicate effectively with individuals at all levels.
- Calm approach to problem solving unexpected situations under pressure
- Good teamwork skills with ability to co-operate and compromise with others
- Experience of working with volunteers
- A welcoming and inclusive attitude, reflecting New Wolsey Theatre's commitment to equality, diversity and inclusion.
- The ability to work independently and to take responsibility for own workload
- Experience of cash handling and reporting
- Experience of administrative duties
- Good accuracy and attention to detail
- The ability to use Microsoft Office (e.g. Word, Excel, Outlook) competently
- The ability to work flexibly with regular evening and weekend work
- Experience / knowledge of how to use a ticketing system or Customer Relationship Management (CRM) system
- Previous event, duty or project management
- Knowledge of the theatre and its programme of work
- Experience in the event management and hospitality sector
- Experience in a customer facing role in a theatre environment



TERMS AND CONDITIONS

Contract

This is a permanent position, subject to 6 months probationary period.

Salary

£11,970 per annum based on 16 hours per week (£14.35 per hour). An additional x 0.5 of your hourly rate will be paid if you are required to work on a Sunday or Bank Holiday.

Hours

16 hours per week, (minimum guaranteed). Additional hours may be required depending on the performance schedule, staff sickness and annual leave (e.g. additional hours may be required during pantomime season Nov-Jan).

Working hours and the pattern of work will vary each week and will be based on the theatre performance activity. The role will require regular evening and weekend work. A rota will be issued which is created around the performance schedule and other activity.

Overtime

Any additional hours worked will be paid at the appropriate rate as part of your regular weekly pay.

Location

Based at the New Wolsey Theatre, Ipswich.

Holiday

28 days per year (pro rata for part-time) rising by one day per year up to 33 days after 5 years' continuous service. You will be expected to take statutory bank holidays as part of your annual entitlement unless you are required to work on a particular bank holiday.

Dress Code

Members of staff performing Duty Manager duties are permitted to wear their own clothing that is smart and appropriate for the role. (NB a Duty Manager is required to wear a radio which is often 'clipped' to a waistband).

Name badges must be worn and visible at all times for all staff working Front of House.

Pension

NWT provides a contributory pension scheme for eligible employees with Now: Pensions. Employer contributions 3%, employee contributions 5%

Other Benefits

- Training and personal development opportunities including role specific training and organisation-wide training e.g. Disability Equality Training, Environmental Awareness Training.
- Complimentary and discounted theatre tickets
- Discounts in the theatre Café & Bar
- Occupational sick pay scheme
- Free eye tests
- Enhanced maternity leave pay