



## Kiln Theatre

# AUDIENCES & FRONT OF HOUSE MANAGER

## Application Pack

**Kiln Theatre** views the world through a variety of lenses, bringing unheard/ignored voices into the mainstream. We present high-quality and innovative work, which provokes debate and emotionally engages. Located in Brent, the most culturally diverse borough in London, **we are a local venue with an international vision.**

Converted from a music and dance hall, the Tricycle Theatre opened in 1980 as the permanent home of the Wakefield Tricycle Company. In September 2018 we completed a much-needed renovation that future-proofs the building for the next generation of theatregoers and theatre makers. The transformed Tricycle was renamed Kiln Theatre, locating it ever more closely with Kilburn and building on the company's artistic legacy through an exciting programme of new work.

Today, with Artistic Director **Indhu Rubasingham** and Executive Director **Daisy Heath** (who joined in January 2019 following seven years as Lead Producer at the Young Vic), Kiln Theatre continues its reputation of world-class British and international work, reflecting the exceptional diversity of its local community.

*'This place was a special cocoon. Now she has blossomed into a beautiful butterfly.'*  
Sharon D Clarke, actor most recently at Kiln Theatre in *Blues in the Night*

Kiln Theatre has a 292 seat theatre alongside a 300 seat cinema, a beautiful bar and café, plus three rehearsal spaces which are used for our productions, workshops and Creative Engagement projects.

**We want everyone to experience the power of theatre.**

We were forced to close our building in March 2020 due to the COVID-19 nationwide lockdown, cancelling all performances and screenings. During this time, we continued our core work with our local, young people; as we look to the autumn, we are finding new ways that our workforce and facilities can be used to help our community of Brent as our reopening plans solidify.

*'There's something different about this theatre. There's a feeling of inclusion'*  
Audience Member, 2019

## OUR VISION

To uncover our shared humanity, illuminating our connection through stories, and deepening our capacity to empathise with the other

## OUR MISSION

To make theatre for all by making space for unheard/ignored voices



Kiln Theatre encourages artists of all ages and backgrounds. Our ambitious Creative Engagement programme aims to champion the imagination, aspiration and potential of the Brent community young and old. We invest in creating meaningful relationships with young people to inspire and encourage their creativity, their confidence and self-esteem. We work with older people to create a thriving community around our theatre.

## **KILN THEATRE**

Kiln Theatre presents around six productions per year, many of these are commissioned and written specifically for this theatre or are programmed in collaboration with national or international companies.

Recent productions include Antoinette Nwandu's *Pass Over "Waiting for Godot for the Black Lives Matter era"* (Time Out), *Snowflake* by Mike Bartlett, *When the Crows Visit* by Anupama Chandrasekhar and our community play *The Seven Ages of Patience* written by Chinonyerem Odimba which had a cast of over 80 players "Kiln has done a fantastic job of supporting the local community and has presented a clear example of how transformative this sort of work can be" (Broadway World).

## **KILN CINEMA**

Our 300 seat cinema shows the best art-house and mainstream films alongside festivals and special Q&A screenings. Recent partners have included: NT Live; Globe on Screen; BFI London Film Festival; Images of Black Women Film Festival; DocHouse; Kilburn Film Festival.

## **OUR VALUES**

Kiln Theatre is **Inclusive**  
Kiln Theatre is **Authentic**  
Kiln Theatre is **Heartfelt**  
Kiln Theatre is **Fearless**

Our values shape the way we work. They are key to unlocking our ability to ensure our work is accessible and relevant, that we make brave, bold choices, and that we maintain our integrity and empathy. They underpin the way we build and maintain our relationships with the artists, communities and audiences we make work with and for.

## **FUNDING**

Our annual turnover is approximately £3.5 million. Kiln Theatre receives funding from the Arts Council England as a National Portfolio Organisation. Other income comes from box office ticket sales and other revenue streams, with a final sum generated through fundraising.

## THE ROLE

<b>Title:</b>	Audiences & Front of House Manager
<b>Location:</b>	Kiln Theatre, 269 Kilburn High Road, London NW6 7JR
<b>Reports to:</b>	Head of Operations & Front of House
<b>Contract:</b>	Full time, permanent

### Purpose

The Audiences & Front of House (FOH) Manager is responsible for ensuring that every customer has the best experience possible at Kiln Theatre, Cinema, Café and Kitchen. They will recruit, manage and inspire a casual FOH staff team which embodies our mission to be a theatre for all. They will be a core part of the Operations team, working to ensure the smooth-running of the building and organisation. When the building reopens to the public, the Audiences & FOH Manager will be on duty as part of a duty management rota shared with Head of Operations & FOH.

The Audiences & FOH Manager will also support the Head of Marketing & Communications to make the customer experience (including online) second-to-none and ensure financial stability by cultivating loyal and happy audiences. They will implement new audience relationship management programmes and will be an integral conduit between Operations, Box Office and Marketing & Communications teams.

### Key Responsibilities and Duties

#### 1. Front of House

- Recruit and train FOH team required for Kiln Theatre's operations, this will include ushers and other casual staff that may be required.
- Ensure quality of audience experience by creating and delivering training across customer-facing roles, including box office assistants, café/kitchen staff and external security staff as necessary.
- Compile and manage rota for FOH casual team, including preparation of weekly timesheets for Finance which this role will authorise.
- Represent views and pastoral needs of casual team to Head of Operations & FOH and Executive Director as required.
- Monitor and maintain the high standards of cleanliness FOH and liaise with Head of Operations and FOH and cleaners to deal swiftly with any issues.
- Monitor customer requests / complaints in person and from emails and respond in a timely manner.
- Devise and implement audience relationship management programmes with Head of Marketing & Press.

#### 2. Messaging

- Work with colleagues to ensure the quality of the customer journey and experience and ensure that ushers and all FOH casuals have key messages and skills required to build and maintain excellent audience relations.

- Liaise with Marketing team to ensure that Kiln Theatre and Cinema website is relevant and up to date.
- Understand Kiln Theatre's visual identity and ensure all communications adhere to brand guidelines and tone-of-voice. Monitor visual identity FOH and put up and maintain Cinema and Theatre posters.

### **3. Access and Inclusion**

- Be proactive member of Access committee.
- Be the main representative for Access customers and work to improve facilities and communications. Provide additional support for Access performances as required.
- Review access provisions regularly including access booking procedures with Box Office Manager to ensure that Kiln is as current and in line with best practice as possible.

### **4. Audience Development**

- Work with Marketing team in the planning, research and reporting of audience development initiatives that cultivate demographics in line with Kiln's mission and programming.
- Contribute to the collection of audience / event data and reporting systems as required, including supporting effective delivery of the Arts Council Toolkit requirements.

### **5. Finance**

- Issue and monitor floats, cash up programmes or kiosk sales, bank takings and prepare reports. Stock take/order confectionary and drinks as required.
- Manage the FOH casuals' hours within annual budget and advise Head of Operations & FOH and Finance Director in advance if forecast spend is above confirmed budget in order to agree remedial action.

### **6. Health & Safety**

- Ensure Kiln's Public Entertainment Licenses and fire regulations are adhered to at all times.
- Support Head of Operations & FOH to ensure that Kiln Theatre has robust Covid-19 management strategies for audiences and public in place.
- In conjunction with the Head of Operations & FOH, help develop and oversee the implementation of all Kiln's FOH procedures and policies.
- Ensure FOH and Box Office casuals are effectively trained in fire evacuation procedures.
- Undertake weekly test of the fire alarm system and maintain Fire Folder log, and with the Head of Operations & FOH coordinate at least two emergency evacuation drills annually.
- Be familiar with and where necessary enact Kiln Theatre's Health & Safety policy.

### **7. Other**

- Deputise for Head of Operations & FOH as required by them or Executive Director.
- Be trained and proficient on Spektrix to provide box office cover when needed.

- Stay up to date with ticketing system and ongoing software upgrades and development, particularly Spektrix new features and other ways to improve experience for all Kiln audiences.
- Manage Ambie music player ensuring new show playlists are created, and that music enhances FOH experience throughout the day. Includes liaison with Kiln Kitchen.
- Order FOH staff t-shirts and lanyards.
- Be a personal licence holder (training will be provided as required).
- Work collaboratively with colleagues to support the needs of other Kiln departments.
- Liaise with Production Administrator to ensure accuracy of Kiln's master schedule, and to support the events booking systems.
- When building reopens, duty management duties (as per rota) including liaising with colleagues in advance and on the day to ensure events and theatre/cinema programme run efficiently and on time.
- Be an emergency contact for intruder and fire alarm monitoring.

## **8. General**

- Promote, maintain and work to deliver the mission and values of Kiln Theatre
- Be an active and supportive member of Kiln Theatre's staff team
- Comply with all statutory requirements, particularly in respect of the Equalities Act 2010, Health & Safety regulations and Kiln Theatre's Safeguarding Policy, including in the recruitment of casual staff.
- Support and attend work of Kiln Theatre, including dress rehearsals, creative engagement performances and other events.
- Communicate clearly and constructively with other departments and contribute to the effective scheduling of Kiln Theatre's activities.
- Attend weekly staff meetings, including Comms & Planning, and keep up to date regarding shows and events at Kiln Theatre and Cinema. This information should then, when relevant, be communicated to the general public and other staff.
- Carry out such other duties as may reasonably be required by the Head of Operations & FOH

## **Person Specification**

### **Essential**

- At least 2 years' management experience in Theatre Front of House, including direct management of casual staff teams
- Enthusiasm for/interest in theatre and the work of Kiln Theatre
- Excellent communication and interpersonal skills
- Organised and self-motivated, with a proactive and flexible attitude and the ability to effectively prioritise
- Ability to work under pressure and maintain focus on audience experience
- Initiative and ability to tackle and solve problems independently
- IT proficient with a strong working knowledge of Microsoft Office
- Experience working with Spektrix or similar booking systems
- Excellent time keeping
- Ability to work with tact and diplomacy at all times
- Commitment to inclusion and equality of opportunity

**Desirable**

- Duty management Theatre experience
- First Aid trained (3 days course)
- Fire Marshal trained
- Conflict resolution trained

*This job description is a guide to the nature of the work required for this role and does not form part of the contract of employment.*

**TERMS AND CONDITIONS**

<b>Contract:</b>	Full-time permanent (Kiln Theatre office hours are 10 am – 6 pm but mid-week evening work and Saturdays will be part of this role as part of duty management rota. This role may also include opening building earlier than 10am as part of duty management rota. Contracted hours of work will be discussed and agreed with Head of Operations & FOH when role is offered).
<b>Start date:</b>	Dependent on successful candidate’s availability
<b>Salary:</b>	£27,500 per annum paid PAYE via payroll
<b>Holiday entitlement:</b>	20 days plus bank holidays increasing to 25 days after 2 years’ continuous employment
<b>Probationary period:</b>	3 months, followed by review
<b>Pension:</b>	Kiln Theatre operates an auto-enrolment pension scheme for all employees. Kiln’s contribution is capped at 3% of basic salary although employee may contribute more
<b>Other benefits:</b>	Complimentary tickets for preview performances, subject to availability. £2 tickets to Kiln Cinema. 20% staff discount in Kiln Kitchen bar/café/restaurant

## EQUAL OPPORTUNITIES

Kiln Theatre is an Equal Opportunities employer and we strive to create an inclusive environment that reflects and celebrates our local community. We particularly encourage applications from Black, Asian and ethnically diverse people and D/deaf & disabled candidates as these groups are currently underrepresented in our staff team.

## HOW TO APPLY

Application forms can be downloaded at <https://kilntheatre.com/our-story/jobs/>

Once the **Application Form** and **Equal Opportunities Monitoring Form** are completed please return, by the closing date, to:

**Email:** [Recruitment@KilnTheatre.com](mailto:Recruitment@KilnTheatre.com) using the heading 'Audiences & FOH Manager Application'  
**By Post:** Recruitment, Kiln Theatre, 269 Kilburn High Road, London NW6 7JR  
**Closing Date:** 9am Mon 14 Sep 2020  
**Interviews:** w/c 21 Sep 2020

*You are encouraged to contact Daisy Heath ([DaisyHeath@KilnTheatre.com](mailto:DaisyHeath@KilnTheatre.com)) or Ben Prudhoe-Zdzieblo ([BenPrudhoeZdzieblo@KilnTheatre.com](mailto:BenPrudhoeZdzieblo@KilnTheatre.com)) for an informal and confidential chat about the role.*

## WHAT HAPPENS NEXT?

We will invite some applicants for an interview, arrangements will be in compliance with latest government guidance on COVID-19. Due to the anticipated volume of applications, we will only be able to contact you if we can offer you an interview. Please be aware that unfortunately we are unable to provide application feedback at this stage of the process.

Standard class travel expenses will be reimbursed for candidates travelling to an interview from outside London, up to a maximum of £50. These should be agreed in advance. Please bring receipts for travel expenditure.