

LONDON COLISEUM

Assistant Duty Manager

Candidate Recruitment Pack



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**ARTS COUNCIL
ENGLAND**



LONDON COLISEUM

The London Coliseum first opened its doors on 24 December 1904 as the *London Coliseum Theatre of Varieties*. Today, it stands as the largest theatre in London's West End, with 2,359 seats spread across four seating levels.

The theatre is owned by the charitable organisation English National Opera (ENO). All profits from the Coliseum support ENO's mission to make opera accessible and inclusive. The venue proudly hosts ENO's annual London Opera season, running from September to March. Outside of this season, the Coliseum welcomes a diverse range of visiting productions, including performances by English National Ballet and other leading national and international companies.

Working at the London Coliseum means becoming part of a rich and evolving legacy. Every member of our team plays a vital role in creating unforgettable experiences for thousands of audience members each week.



Assistant Duty Manager

SUMMARY

The Assistant Duty Manager supports the Duty Manager and Team Members to provide a safe and secure site for visitors and staff, whilst ensuring all visitors experience a brilliant and warm welcome through immaculate presentation of public areas and outstanding customer service.

This is a 60-hour per month position with the option to take on additional hours during busy periods.

Reports to

Front of House Operations Manager

Salary

£15.85 per hour

Location

London Coliseum

Hours

60 hours per month, evening and weekend availability required, shift times will vary

Assistant Duty Manager

Key Accountabilities

The Role

- Provide a safe and secure site for visitors and staff
- Ensure all visitors experience a brilliant and warm welcome through immaculate presentation of public areas and outstanding customer service
- Maximise productivity through establishing a well organised and knowledgeable experience for staff and visitors
- Supervise and manage the team members to deliver an excellent customer journey for all customers
- Assist in the preparation and delivery of training, effective customer relations, and event and show management
- Fulfil one of three roles during a performance: Team, Operations or Merchandise as detailed below:

Team

- Lead and motivate a team of Team Members to actively engage with customers always ensuring the delivery of a brilliant visitor experience
- Ensure that staff are rostered correctly in line with operational needs and attendance is monitored on shift.
- Report back sickness/lateness and absence if required to Duty Managers or House Management
- Supervise any ancillary staff as required
- Ensure an efficient resolution to all visitor and staff feedback and report back to House management making suggestions for improvement
- Assist in the closedown of the building and ensure the venue is secure at the end each event

Operations

- Lead on the welcome to the venue, supervising team member to actively engage with customers and manage the operations and staffing as necessary during busy periods.
- Ensure service standards are consistent, proactively supervising staff to ensure outstanding customer service levels are reached.
- Provide an organised work environment in your assigned areas and maintain operational equipment
- Take responsibility for ensuring all signage, both digital and physical is up to date and correct, in keeping with Coliseum guidelines and is presented to a high standard.
- Ensure all Front of House areas and auditorium are presented to the highest possible standard to establish a friendly and hospitable atmosphere for visitors

Assistant Duty Manager

Key Accountabilities

Merchandise

- Drive sales in line with the merchandise operation's sales and marketing strategy
- Inspire and motivate the sales team to maximise revenue and ensure all commercial procedures are correctly followed.
- Manage all retail operations during performances, events and other activities at the London Coliseum, including the fulfillment of online sales
- Be the first port of call of any sales related issues and troubleshoot effectively to ensure a smooth customer experience
- Provide an organised work environment in your assigned areas and maintain all operational sales equipment
- Creates commercial reports and reconciliation documents for the Duty Manager and House Management, for both internal and external purposes.

Other Responsibilities

Visitor Experience

- Together with the Duty Manager and Team Members on site ensure an appropriate presentation of public areas as well as a smooth visitor journey through the building
- Engage with customers proactively using a creative approach in making the venue accessible
- Aspire to resolve problems quickly and prevent escalation using flexible communication strategies suiting a diverse audience
- Collaborate and communicate between departments and brief staff to ensure a coherent and persistently positive visitor journey
- Present the highest standard of professional appearance and dress
- Report and document any issues, successes and recommendations
- Any other duties consistent to the role as required by Duty and House Management

Safety and Evacuation

- To support the Duty Manager and House Management in all aspects of safety, emergency and evacuation procedures as required
- Present up to date knowledge of ENO and LCL's fire, safety and evacuation procedures and be ready to implement procedures if necessary
- Identify possible safety and security hazards for visitors, colleagues and yourself and report immediately to Duty or House Management
- Give inductions to new members of staff, providing in depth knowledge of ENO's fire and evacuation procedures
- Report any accident, dangerous occurrence, near miss or broken/damaged equipment to a Duty Manager or House Management.
- Other duties consistent to the role as required by Duty and House Management

Assistant Duty Manager

Person Specification

Required:

- Experience in working in a demanding customer services environment, exceeding customer expectations
- Experience in directly supervising or managing and developing a team
- Experience within a merchandise or retail operation
- Ability to work under pressure and stay calm as well as prioritise tasks and using initiative
- Excellent presentation skills and ability to speak to large groups
- Excellent organizational skills with the ability to effectively problem solve
- The ability to work flexible shifts, weekends and evenings on a consistent reliable basis
- Knowledge of and enthusiasm for opera, theatre or the arts in general

Desirable:

- Experience working within a theatre environment
- First Aid qualification
- An understanding of licensing laws

Applications

Assistant Duty Manager

To Apply

Please send the following to workwithus@londoncoliseum.org:

- CV (Please do **not** include a headshot in your CV)
- Covering letter (500 words maximum) **or** video (2 minutes maximum) detailing your interest and suitability for the role and your interview availability for the below dates

Please also submit our anonymous [Equality and Diversity Monitoring Form](#).

Please note that all applicants must have the right to work in the UK.

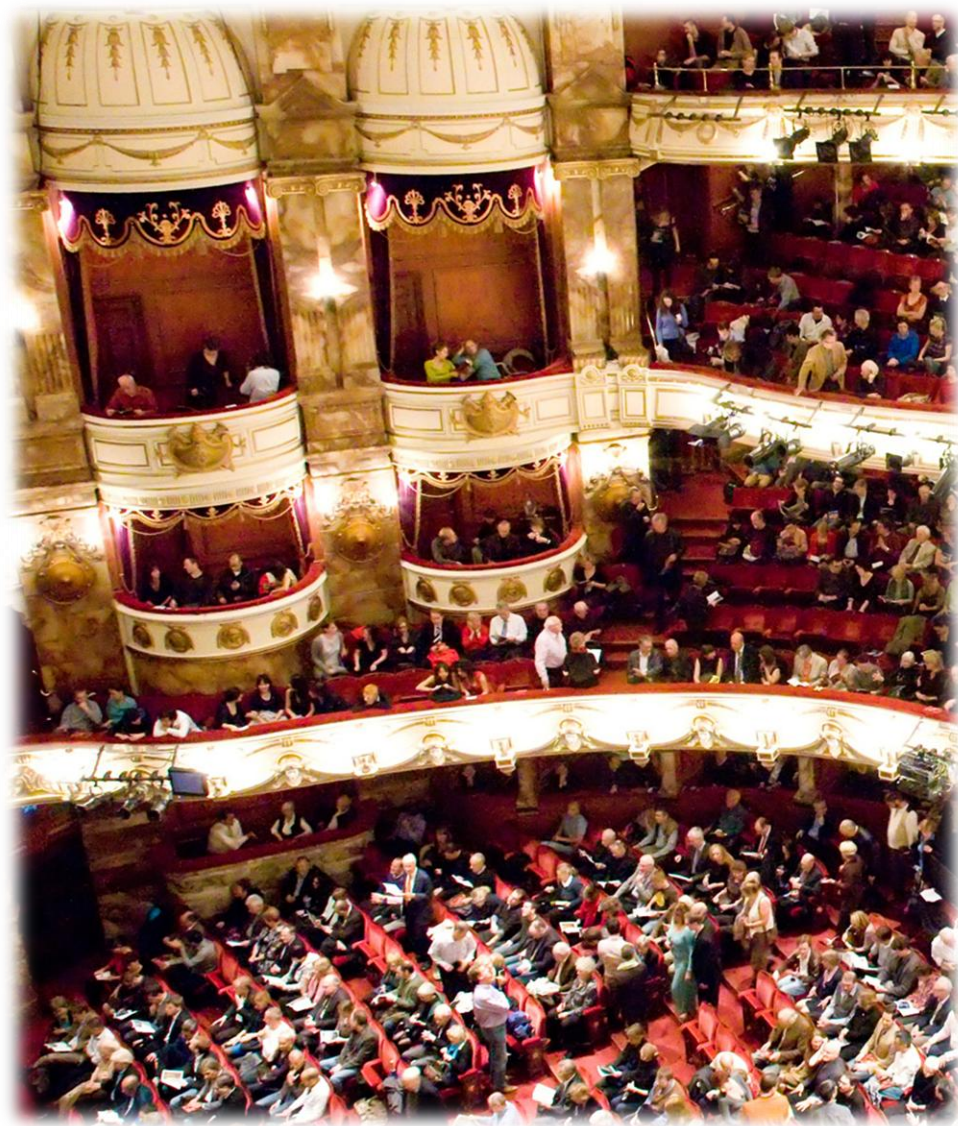
Application Deadline

10am, Thursday 4 September 2025

Interviews

w/c 8 September 2025

Information



Confidentiality

Confidentiality is so important in this role and our policy is strict. All information concerning staff, patrons and other LCL business, the disclosure of which could be detrimental to the company, must be held in the strictest confidence and may not be divulged to any unauthorised person at any time.

Data Protection

Data Protection and adherence to GDPR is equally important. We therefore require that computer information should only be accessed if this has been authorised and is necessary as part of the postholder's work. You will need to be aware of the GDPR 8 key principals, and the Computer Misuse Act 1990.

Health and Safety

Health and Safety is so important at LCL and we would expect that the postholder will be happy to undertake personal responsibility for safety as will be outlined in the LCL safety policy and the Health and Safety at Work Act 1974.

Equal Opportunities

Equal Opportunities is a given. We will expect the postholder to abide by LCL's policies on Equal Opportunities and Dignity at Work.

Code of Conduct

Code of Conduct is sometimes assumed, but at LCL we will require the postholder to act in accordance with LCL's Code of Conduct whereby everyone shall be treated in a professional and courteous manner with full regard to the avoidance of discrimination, consistent with current equal opportunities employment legislation.



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London Coliseum Limited is a wholly owned subsidiary of English National Opera (ENO) and its profits are used to support the work of the ENO.