

# LONDON COLISEUM

## Duty Manager

Candidate Recruitment Pack



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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.



# Duty Manager

## SUMMARY

The Duty Manager ensures safety, smooth operation, and high standards of customer service during a wide variety of events at the London Coliseum. They oversee the front of house team, conducting health and safety checks, managing emergency situations, liaising with visiting production staff, and ensuring compliance with licensing conditions. The position also involves staff development and training during non-operational shifts, supporting team performance through coaching, feedback, and assisting in recruitment and training initiatives. Throughout all duties, the role acts as a visible leader and ambassador for the venue.

This is an 80-hour per month position with the option to take on additional hours during busy periods.

## Reports to

Front of House Operations Manager

## Salary

£16.85 per hour

## Location

London Coliseum

## Hours

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

# Duty Manager

## Key Accountabilities

### General

- Act as Duty Manager for a diverse range of events, maintaining responsibility for the safety and welfare of all public, staff and others within the building, ensuring that the London Coliseum's licence conditions are upheld
- Carry out pre-show or pre-rehearsal health and safety checks of the building to ensure that there are no hazards or risks to public safety and that good standards of housekeeping maintenance and appearance is maintained throughout the London Coliseum
- Conduct team briefings to all front of house staff, including security and catering teams, presenting them with all key information for that performance to ensure a high level of customer service and smooth operation
- Act as the primary contact for any Visiting Company show staff to ensure show related information is correctly captured and relayed, and that any problems that arise are dealt with quickly and effectively
- In emergency situations, assess the risks involved and decide upon appropriate action, liaising with other key departments across the London Coliseum. Manage and coordinate an evacuation if necessary and ensure team members carry out safe evacuation of all customers. Inform appropriate people on the communication cascade so that ongoing business operation can be addressed
- Supervise Front of House activity and liaise with other members of London Coliseum staff to achieve the best quality of customer care and safety and report on issues which may affect health and safety for that event or for subsequent events
- Maintain a proactive and visible presence throughout the building when on duty, monitoring and raising service and safety standards accordingly
- Communicate efficiently, succinctly and calmly with other London Coliseum staff and key stakeholders
- When acting as Duty Manager, provide leadership and management of team members and give performance feedback to ensure that the team consistently provides a high level of customer service
- Ensure that any reporting is completed efficiently and comprehensively as required
- Deal efficiently and effectively with customer complaints in a professional manner, and where possible, ensure that the complaint is resolved before the customer leaves the London Coliseum
- Act as an ambassador for the London Coliseum, promoting high standards of service at all times

# Duty Manager

## Key Accountabilities

### Non-operational shifts

Your key focus during non-operational shifts will be ongoing staff development and training, enabling you to step back from specific event responsibilities and take opportunity to engage with, work alongside and coach individual team-members.

- Proactive observation, monitoring and coaching of Assistant Duty Managers and Team Members on an individual and group basis. Provision of timely feedback and on-the-job training and tips
- Develop and nurture the supervisory and role skills of the staff
- Assist the Front of House Management team with the recruitment and/or induction of Team Members and Assistant Duty Managers
- Assist with the preparation for any upcoming shows and events in the creation of operation plans and other documents
- Under the guidance of the Front of House Operations Managers play an active role in the implementation of a cascading model of appraisal across the team, to promote individual and team improvement
- Assist the Front of House management team with the organisation and delivery of group training sessions for team members
- Ensuring any feedback is documented and performance issues are reported so that supervisory and management teams can apply a consistent and proactive approach to enhance service levels

### Other

- Attend team meetings and mandatory training sessions as required
- Communicate efficiently, succinctly and positively with all colleagues to support each other and to achieve the best quality of customer care and safety and comply with radio discipline and etiquette
- Any other duties as may be reasonably required by the Front of House management team



## Duty Manager

### Person Specification

#### Required:

- Proven experience of leading large and diverse teams of customer facing staff to deliver an outstanding customer experience
- Experience in managing a large arts or cultural venue with a good knowledge of health and safety and licensing laws
- Excellent organisational, logistical and problem-solving skills with a proven ability to think ahead and respond positively to last-minute changes
- A calm and confident leader with gravitas and integrity
- Strong communication and presentation skills
- Ability to consistently balance the needs of our customers, the requirements of the team and the wider objectives of the London Coliseum
- A team player who leads by example with a proactive and positive approach
- Ability to forge strong working relationships within a high-pressure environment
- Excellent leadership and motivational skills with a consistent and approachable style
- Strong administrative and IT skills
- Experience in using Microsoft Office packages and other software systems for rostering, staff development and ticketing
- A commitment to undertake flexible shift patterns, including late nights, weekdays and weekends

#### Desirable:

- First aid trained
- Personal License holder

# Applications

## Duty Manager

### To Apply

Please send the following to [workwithus@londoncoliseum.org](mailto: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.