

FESTIVAL THEATRE DUTY MANAGER

The Grange Festival is an arts charity which presents a dynamic programme of opera, dance, and concerts each June and July, held on an unparalleled English country estate.

Alongside the Festival we run a year-round programme of work, in schools, and with emerging talent, engaging with our Hampshire communities as well as partnering with the wider education and performing arts sectors.

ABOUT THE ROLE

We are recruiting a Festival Theatre Duty Manager to join our team for the 2026 Summer Festival, running from 29 May to 12 July. Reporting to the Head of Visitor Experience, you will lead our Visitor Experience Stewards during performances, taking responsibility for the safe and smooth running of the front of house operations and ensuring every audience member has an exceptional visit.

Applicants must have a real commitment to providing excellent customer service, together with a strong understanding of theatre safety procedures. We are looking for a candidate who exhibits confidence, calm authority, and leadership as well as an interest in working in the Arts. This is a hands-on duty management role, and candidates must demonstrate previous experience working in a theatre or similar background.

Contract: Seasonal / Part-time Hours: Performance days and evenings; including weekends. Shifts can run from 2pm - 10.30pm. Candidates will be expected to be available for all performance dates and must be available on Friday 29 and Saturday 30 May for a training and induction day.

Salary: £15 an hour

SHIFT DETAILS

Shifts will be scheduled on a rota basis and are variable, typically between 9:30 AM and 11PM depending on performance days and operational needs. Flexibility is required.

KEY RESPONSIBILITIES

- Carry out pre-performance venue checks to confirm the site is safe to receive audiences and that all controls identified in the risk assessment are in place; report any faults or concerns promptly.
- Oversee audience flow and ticket checking, ensuring a safe, orderly, and welcoming experience from arrival through to departure.
- Prepare daily briefing sheets and lead pre-performance briefings for the Visitor Experience Steward team, ensuring all staff are clear on their roles, any performance-specific information, and emergency procedures.
- Liaise with the Stage Manager to confirm clearance and coordinate performance start and end times.
- Ensure all signage is in place and up to date ahead of each performance.
- Manage late arrivals and audience queries during performances sensitively and in accordance with house policy.
- Monitor the auditorium and site throughout performances, proactively addressing any health and safety issues, disruptions, or arising audience needs.

- Lead the evacuation of the venue in an emergency, ensuring all staff are fully briefed and able to carry out procedures confidently.
- Act as a designated first aider during performances. First aid qualification is required.
- Complete event reports and any other relevant documentation relating to health and safety procedures.
- Ensure the theatre is left clean, tidy, locked, and secure after each performance.
- Collaborate with colleagues across departments to support smooth day-to-day festival operations.

Skills & Experience

- Previous experience in a duty management or supervisory front of house role, ideally in an Arts, cultural, or live events context. **ESSENTIAL**
- A valid first aid at work qualification, or willingness to complete training prior to the festival opening. **ESSENTIAL**
- Familiarity with venue evacuation procedures and health and safety responsibilities in a public-facing environment. **ESSENTIAL**
- Strong communication and interpersonal skills, with the confidence to lead a team and the warmth to put audiences at ease.
- Highly organised, calm under pressure, and attentive to detail.
- A genuine commitment to delivering excellent customer service.
- Availability to work most performance evenings and weekends throughout the festival period, including the compulsory induction days on 29–30 May.
- An enthusiasm for the arts and cultural events.

What We Offer

- A varied, hands-on role in one of the UK's premier arts festivals.
- Competitive hourly pay.
- A supportive and collaborative team environment.
- Training and guidance to help you succeed in the role.

The Grange Festival is committed to equal opportunities and actively encourages applications from people of all backgrounds, including those currently under-represented in the arts.

APPLICATION

If you're passionate about delivering great customer experiences and enjoy working as part of a busy festival events team, we'd love to hear from you. Please submit your CV through the form [here](#).