



Job Description: Front of House Duty Manager

Organisation: Sage & Jester

Location: Deptford, London, UK (on-site at show venue)

Employment Type: Fixed-term contract (until 20 September 2025)

Commitment: Full-time

Start Date: 19 May 2025

Reports to: Front of House Manager, Producers

Salary: £600 per week

Working Hours: This is largely a show and venue-running role, and as such will include evening and weekend hours to cover performance times. Performances will run from Wednesday-Sunday.

About Sage & Jester

We're an innovative arts production company. We take critical thinking and wrap it in stories, laughter and immersive experiences that combine curiosity, wisdom and wit.

Our unique blend of art, technology and storytelling will move, inspire and provoke – inviting you to question the very notions of truth and trust. We're here to challenge your sense of reality just enough to make you say: "Wait, what?" Then we'll help you see the world and yourself anew.

Why we need you

At Sage & Jester, we believe information is power. Understanding its flow is crucial to surviving – and thriving, especially since the tide of misinformation rises ever higher.

Our immersive experiences will be designed to entertain, enlighten, and help audiences harness their internal BS detectors – arming them with the tools to question, challenge, and pause before they believe what they see and read.

To achieve our cause, we need brilliant people. We have worked hard to build our (amazing) team so far, and we're now looking for two Front of House Duty Managers to join us.



The Role

The Front of House Duty Managers will support the Front of House Manager in all aspects of Front of House operations on STOREHOUSE, including customer welcome and staffing for performances.

With a team of Front of House Staff and in-world Stewards (also access stewards), and under the leadership of the Front of House Manager, the Duty Managers will be responsible for the smooth running of ingress and egress for each performance, operating rotas to make sure all performances are sufficiently staffed, and ensuring a safe and inviting environment for all.

Key Responsibilities

Show Running

- To Duty Manage the Front of House operation for performances, ensuring that the Venue Operation Plan is followed at all times
- To be the welcoming face of STOREHOUSE, ensuring that the Front of House team is working to provide the best possible experience for audience members, including welcoming and accompanying access patrons through familiarisation space and beyond
- To work closely with the Company, Stage Management and Show Technical teams to ensure the smooth running of all performances, including giving clearance from a Front of House perspective
- To ensure all Front of House staff are working in accordance with, and are able to implement, the most up-to-date in-house procedures, including the Health & Safety, Safeguarding, Licensing and Hygiene legislations, as well as Sage and Jester Access processes and operations
- Support in overseeing the operational standards for front of house, including periodic venue checks throughout all appropriate areas, identifying and reporting maintenance repairs to the Operations Manager within all public areas of Deptford Storehouse
- To be in attendance at the venue at all times while on duty
- To be representative of the company in the absence of the Front of House Manager
- To maintain accurate attendance figures for each show for the Front of House financial records



- With specialised training from Access All Areas, support the Front of House team in providing a full service for audience members who flag access requirements, including the running of the Familiarisation Zone.
- To oversee the general operations and running of the STOREHOUSE post show bar and decompression space, Smoke & Mirrors, ensuring that audience care and management is upheld until the end of their experience.

General

- Attend weekly meetings with the Front of House Manager and Operations Manager
- Develop an understanding of show running operations and, where appropriate, cross training with the Front of House Manager and Operations Manager to best support the management of audiences from a show running perspective

Person Specification

Essential

- Experience as a Duty Manager in immersive theatre, large-scale productions or location based experiences
- Experience in supervising staff in a customer focused environment
- Knowledgeable and competent with emergency procedures, including evacuations
- Experience of implementing Health and Safety practice within a venue, including dealing with and managing First Aid incidents
- Excellent customer focus and strong customer service skills
- Ability to manage difficult situations calmly and professionally
- An organised, flexible approach to day-to-day responsibilities, with the ability to work well under pressure and with a focus on problem-solving
- Ability to work collaboratively with excellent verbal and written communication skills
- Excellent time management skills

Desirable

- First Aid Trained
- Fire Marshall trained
- Knowledge of Health and Safety legislations and policies



Company Culture

Since Sage & Jester's inception we have understood that, in order to have a chance to achieve our cause, we must prioritise not only the products that we produce, but the organisation that we build. We are serious about culture.

We have discovered and articulated a philosophy that we care about deeply, and regardless of position; our young, growing company needs people who not only fit into the culture, but aid us in our ability to better execute our philosophy, and thus, to build an organisation that has real impact, and we can all be deeply proud of.

These simple words will only serve as a hazy insight for now, but here are our deeply held values: critical thinking, listening, ambition, nourishment, playfulness and trust.

We hope these are principles that you will see and feel.

Interview Process

- The interview process will be:
 - 1 x 30 minute interview
 - After each phase we will provide an update (at minimum) within 1 working week

To apply for this role please email recruitment@sageandjester.com with your CV and cover letter (maximum one page). Subject line: Your name, Front of House Duty Manager Application.

Application deadline: Applications will be considered on a rolling basis