



Job Description: Front of House 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: Producers

Salary: £800 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 a Front of House Manager to join us.



The Role

The Front of House Manager will be responsible for all aspects of Front of House operations on STOREHOUSE, including customer welcome and staffing for performances.

Leading a team of two Front of House Duty Managers and Front of House Stewards (circa 10), the FoH Manager 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

- Lead the Front of House team in developing and delivering an exceptional welcome and customer/audience experience to STOREHOUSE visitors and stakeholders
- Lead on overseeing the smooth running of all front of house aspects for each and every performance, including taking responsibility for the safe evacuation of the audience and operational staff in the event of an emergency
- Manage the safe operation of the venue during all performances, ensuring 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
- Alongside the Head of Production, Operations Manager and Producers, contribute to the creation, implementation and of management of the Venue Operation Plan
- Oversee 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
- Lead by example and set high standards for customer service, ensuring effective communication and nurturing an environment with an emphasis on motivation, teamwork and accountability for area and service levels
- 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.



Line Management & staff wellbeing

- To directly manage and schedule the Front of House team, including the operating and managing a flexible rota system for Front of House staff that ensures safe staffing levels
- Lead on the promotion of staff welfare by addressing wellbeing concerns promptly and confidentially, supporting the Sage & Jester's Wellbeing Champion initiative and escalating to the Wellbeing team and Producing teams where appropriate
- Oversee departmental schedules to ensure manageable workloads, fair division of work between staff and that everyone has a healthy work-life balance
- Manage departmental time by producing rotas ensuring coverage of NAs, holidays and breaks as required, and that the rota includes coverage of any PR, Marketing and other events.
- Work with the Producing team to ensure relevant training is up-to-date for all staff.
- Oversee performance management, motivation and discipline within the departments
- Check and approve team payroll and invoices as submitted by the Front of House team
- In conjunction with HoDs, maintain comprehensive records of injuries and first aid interventions.

General

- Attend weekly meetings with the Producing and Production teams
- Develop an understanding of show running operations and, where appropriate, cross training with the Operations Manager, Company Stage Manager and Senior Show Technician to best support the management of audiences from a show running perspective
- As necessary, review protocols with the Producing and Production teams and Company Stage Manager pertaining to emergency code responses and staff and audience safeguarding.
- 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.



Person Specification

Essential

- Experience of managing a team of Front of House staff
- Experience as a Front of House Manager in immersive theatre, large-scale productions or location based experiences
- 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 and organisational skills with the ability to work independently, self motivate and use initiative to meet deadlines

Desirable

- First Aid Trained
- Fire Marshall trained

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 45 minute interviews
- 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 Manager Application.

Application deadline: Applications will be considered on a rolling basis