

DUTY MANAGER (FIXED TERM)

APPLICATION PACK

REACH BEYOND THE ORDINARY

HELLO FROM THE EXECUTIVE TEAM

Hi there,

We know what it feels like to be where you are: reading an application pack, full of excitement and nerves about what could be, trying to imagine yourself in a new place, in a new job, working with new people.

Natalie has been at Northern Stage since November 2020, moving cities and jobs in the middle of a pandemic to take up her post. Our newly appointed Chief Executive is Michael Slavin, bringing with him a wealth of experience in theatre leadership, commercial operations and hospitality. Michael's arrival signals a new leadership structure, with the creation of his role to work in close partnership with Natalie. Together, they will steer the organisation through its next stage of development, strengthening its role as a beacon for creativity, community and cultural life in the North East.

We work with a company of brilliant people, some of whom know Northern Stage inside out, and others who are just starting to put down roots. They're all passionate about what we do and together are one of the friendliest teams in theatre.

You'll be joining Northern Stage at an exciting time. We have a refreshed strategy that reflects who we are and how we can be of true service to the audiences and communities of the North East.

So take the leap. Come on the ride with us. We can't wait to meet you.

- Michael Slavin (Chief Executive),
- Natalie Ibu (Artistic Director)

GET TO KNOW US

Northern Stage is the largest producing theatre in the North East of England, at the heart of a rich and diverse creative community stretching from Tweed to Tyne and Tees. We support artists, writers, makers, young people and communities, digital creators and businesses who exist for more than just profit.

Based in the heart of Newcastle Upon Tyne on the edge of Newcastle University's city centre campus, we have three stages that enable us to work with an ever-expanding network of artists to share the most entertaining, surprising and imaginative stories from around the world. Our passion for developing northern talent is key to what makes Northern Stage an inspirational and creative place where everyone is welcome.

THE ROLE OF DUTY MANAGER (FIXED TERM)

Responsible to:

Operations Manager (Visitor Experience)

Responsible for:

Front of House Team:

- Customer Sales Supervisor
- Customer Sales Assistants
- Kitchen Assistant

The purpose of this role is to manage Northern Stage's Front of House and Café Bar operation, to include evenings, weekends and bank holiday as per the needs of the business, including the management of Front of House team in their duties.

You will liaise with other departments as necessary to ensure all performances and events are delivered to Northern Stage customers to a high standard, and undertake a specific role in Emergency Action Plan.

KEY RESPONSIBILITIES

Visitor Services

- To support a positive and collaborative approach to the delivery of all customer activity including but not

limited to learning, development, groups, marketing, press, access and authorised third party activity; contribute to the ongoing development and delivery of the Visitor Experience.

- To work collaboratively with visiting companies and hire clients to deliver each performance effectively, including accessible performances.
- To duty manage performances and events as per the needs of the business, liaising with all necessary internal departments and visiting companies to ensure the performance or event runs smoothly, and collating all pertinent information requiring further action.
- To follow correct procedures in the event of show cancellation or other interruption to schedule to ensure Senior Management and Exec Team are informed and customer experience is prioritised.
- To support the administration of the Operations Department, to include preparing signage for events and performances, and completing Event / Show Reports to feedback pertinent information to Operations Management and wider Northern Stage staff.

- To lead the Front of House team across all venue functions to deliver exceptional standards of service for each performance and event.
- To assist with the effective maintenance and supply of all equipment and resources (including but not limited to Duty Manager mobile phone, radios, scanners, and accessible equipment, e.g. infrared systems).
- With support from the Operations Management, to respond to any in person customer comments or complaints effectively and sensitively.
- To support the facilitation of sales of any internal or visiting company programmes or merchandise, ensuring correct data is collected for settlement purposes.
- In the absence of Operations Management, to operate staff rotas using Staff Savvy and track sales activity through Touch Office till and back-office system.
- To complete the Daily Reconciliation of Café Bar tills when required, ensuring any supporting paperwork is included and discrepancies are investigated, as well as ensuring departmental recharges are authorised.
- To ensure Front of House petty cash and cash floats in the FOH safe are correct and secure

- With Customer Sales Supervisors, to assist when necessary with receiving deliveries and maintaining stock room cleanliness.

Staff management

- To ensure all staff are aware of and adhere to the Northern Stage Mission Statement, and Policies & Procedures.
- To manage the Front of House team whilst on shift to ensure and encourage best standards and behaviours are delivered (staff performance, time keeping, personal standards etc), feeding back performance issues to Operations Management.
- To assist in the recruitment, training, management and staff development of supervisors and assistants, including regular drills of emergency responses.
- When applicable and adhering to Expenses Policy, to book taxis home for Front of House staff.

General Operations

- To manage the safe operation of the building during all performances, events and internal activity; be a member of the ERT (Emergency Response Team) undertaking safety marshal duties.
- To undertake duties as detailed in the Emergency Action Plan pertaining to evacuation, invacuation, lost person or other emergency situations.

- To be a key holder, with responsibility covering the safe and secure opening and closing of Northern Stage.
- To respond to calls for first aid provision, either attending personally or sourcing FAW qualified staff as and when required.
- To take all reasonable care and responsibility for the Health and Safety of themselves and other persons who may be affected by their acts or omissions and to co-operate with Northern Stage while maintaining Health and Safety requirements.
- To utilise Yes Plan to monitor Northern Stage schedule, correctly inputting events as required.
- To be fully committed to Northern Stage's EDI Policy.
- To adopt an environmentally aware attitude and adhere to the Northern Stage Environmental Sustainability Strategy, taking personal responsibility to reduce waste, conserve energy and promote recycling in all duties.
- To attend any training or meetings as deemed necessary.
- To undertake any other task as deemed appropriate and within skill set by Operations Management.

Hires

- To assist with the preparation of hire resources and to set up for the event.
- To Duty Manage hire events when required; ensure staff are thoroughly briefed and space is set up to high standard; to welcome Client, and give H&S briefing, to confirm schedule for the event and to oversee smooth running of event.
- With Café Bar & Events Manager, to ensure all event F&B is correctly accounted for through till and information is passed so event can be accurately invoiced.

PERSON SPECIFICATION

WHAT YOU WILL BRING:

- Team Leadership: Experience managing, supervising, or running shifts in a busy, customer-facing environment (like retail, hospitality, or events).
- Calm & Collected: The ability to keep a cool head when things get hectic, with the potential to lead emergency procedures if needed.
- Team Motivator: A passion for supporting your team, keeping morale high, and helping staff perform at their best.

- **Excellent Service:** Great customer-facing skills and a genuine desire to give audiences a brilliant experience.
- **Cash Handling:** Comfort with basic cash handling, including balancing tills, handling floats, and end-of-day cashing up.
- **On-the-Spot Problem Solver:** A proactive approach to troubleshooting and the confidence to chat with actors, production crews, colleagues, and the public.
- **Organised & On Time:** Solid administrative skills, clear communication, and excellent time management.
- **Tech Confident:** Good familiarity with Microsoft 365, Word and Excel, and experience using digital till (EPOS) systems.
- **Availability:** Willingness to work flexible, unsocial hours, which will heavily rely on evenings and weekends to match our show schedules.

BONUS POINTS:

- **Arts & Culture Experience:** Past work in a theatre, cinema, museum, live music venue, or leisure attraction.

- A Love for Theatre: A genuine interest in live performance and the work we produce here in Newcastle.
- Operational Extras: Previous experience as a building key holder.
- Certifications: Holding First Aid at Work, a Personal Licence, or Food Hygiene Level 2.

Don't have these certificates? Don't worry! We will fully fund and provide training for your First Aid, Personal Licence, Food Hygiene, and our specific ticketing/FOH software.

TERMS & CONDITIONS

CONTRACT

Fixed term (3 months)

SALARY

£14.50 an hour

WORKING HOURS

From 14 to 37.5 hours per week. During the week and on weekends at varying times e.g. day shifts and evening shifts, as well as bank holidays.

LOCATION

Northern Stage, Barras Bridge, Newcastle NE1 7RH

PENSION

Northern stage operates a contributory pension scheme (employee 5% / employer 3%)

OTHER BENEFITS

- Complimentary or discounted tickets to selected shows (non-transferable and subject to availability)
- Employee Assistance Programme which includes online and face-to-face counselling
- Flu Jab
- Free Eye Test

HOW TO APPLY

Please send a copy of your CV and cover letter, outlining your interest in this role and what skills and experience you would bring to Northern Stage. Your cover letter should not exceed two sides of A4.

Your application should be addressed to Helen McDonnell. Along with completing your CV, please also complete this [Equality Monitoring Form](#).

Please send your application by email to hr@northernstage.co.uk

(Email subject - Duty Manager – Fixed Term)

Alternatively, you can apply by sending a short video or audio file (max. 5 mins) telling us about you and your experience.

If you need any support to help you apply, please don't hesitate to get in touch and we will do our best to meet your needs. We particularly welcome applications from people of the Global Majority, people who are disabled, neurodivergent and people who are currently underrepresented in our industry.

Receipt of your application will be confirmed by email.

Deadline for applications: Tue 25 August

Interview date: Thu 3 / Fri 4 Sep

Must be available on Tue 8 Sep afternoon/evening for training

LIFE AT NORTHERN STAGE

Northern Stage is made up of people from all walks of life, who are passionate about delivering the best possible experience for our visitors.

Our flexible working policies mean that staff can balance work and life to avoid burnout and prioritise wellbeing.

Many of our roles can be worked via a hybrid model, meaning we all have the opportunity to connect with colleagues in the building on office days, and those who wish to can work from home when required.

We're big on chat at Northern Stage and encourage staff to attend weekly Tea Thursdays in our Cafe Bar for a chance to take a pause and catch up with friends across departments.

Our recently created book club Northern Page meets once a month to engage in lively discussion about books from all kinds of genres over a cuppa and a slice of cake.

We understand the importance of CPD and encourage staff to keep learning. For example, our communications team enjoy weekly Marketing 101 sessions to keep up to date on best practice and brainstorm new ideas to keep our audiences coming back.

OUR WORK

Our performance programme is a curated mix of self-produced and presented work from visiting theatre companies.

Each year we produce or co-produce four to six shows, including the annual Christmas production for over 5s in the 'epic space' of Stage 1 & 2 together. We work with partners at all scales, from independent theatre companies through to large-scale commercial producers, and tour our work across the UK.

We have a strong history of artistically excellent productions and a reputation for bold, visual shows which

capture the imaginations of our audiences. These range from Red Ellen to The White Card and the global success of The Last Ship. Alongside these productions, we deliver a diverse programme of visiting work including ETT, Rifco, National Theatre of Scotland, Northern Ballet, Gecko, Theatre Ad Infinitum, MILK Presents and Deafinitely Theatre.

Increasingly, we are working in association with smaller and independent artists to put the resources of Northern Stage into the support of new work, enabling those artists to leverage additional funds, partners and profile.

SOME OF THE FACTS

- Stage 1 has 447 seats.
- Stage 2 has 172 seats.
- Stage 3 has 100 seats or 70 seats cabaret style.
- Stages 1 and 2 can combine to create our 600 seat in-the-round 'epic space'
- Our annual turnover is £4 million.
- In 2025 we produced/co produced 4 productions and hosted 40 productions from touring companies.
- Recently, we have been nominated for 15 awards and we won 7 of them.

- Trustee Board of the Year at the North East Charity Awards; Excellence in Touring for I, Daniel Blake at the UK Theatre Awards; Best Family Arts Activity for Best Summer Ever at the Fantastic for Families Awards; Most Inspiring Employer (small business) at the North East Chamber of Commerce's Inspiring Female Awards; Best Performing Arts Theatre 2023 at the Northern Enterprise Awards; Performing Artist of the Year, David Nellist in I, Daniel Blake at the North East Culture Awards; Writer of the Year, Dave Johns for I, Daniel Blake at the North East Culture Awards.

PARTICIPATION

We believe that everyone is entitled to the transformative impact theatre can bring. So learning, engagement and co-creation are central to our work. Current initiatives include:

TECHNICAL SKILLS

We're addressing the skills shortage in technical professions through a range of programmes, from work experience and a weekly Tech Club for young people, to collaboration with Newcastle College to deliver skills bootcamps for adults.

YOUNG PEOPLE

Our Young People's programmes enable young people to learn about the many creative and backstage roles involved in theatre making.

BYKER

This famous inner-city area of Newcastle is home to our rehearsal studios at Raby Street. Our rehearsal presence in Byker has been a catalyst to a more embedded programme of activity in the local community.

INCLUSIVITY AND RELEVANCE

A strong belief in inclusion, equality, tolerance and respect shapes the way that Northern Stage works - it's non-negotiable.

Through all strands of activity, we want to make work that is popular, accessible, politically relevant and culturally diverse. Across our annual season we try to create a balanced programme that is innovative, inspirational and financially sustainable.

We are committed to gender balanced, inclusive and diverse casting and work proactively to ensure representation both on and off stage.

**MOST INSPIRING EMPLOYER, NORTH EAST CHAMBER OF
COMMERCE INSPIRING FEMALES AWARDS**

In 2023, Northern Stage won the Most Inspiring Employer Award, recognising our person-centred, family-friendly work policies. We believe in creating a culture and environment that recognises the pressures on life beyond work and supporting people to help manage them - regardless of gender.

OUR MISSION, VISION & VALUES

MISSION

Our mission is to be a theatre that welcomes everyone. We make and present contemporary theatre, live performance, and creative programmes that spark connections, provoke curiosity and joy, and explore new ways of seeing the world.

VISION

Our vision is for Northern Stage to be a leading force in making the North East a great place to create, watch and take part in theatre.

We will be informed and transformed by a dynamic and diverse community of theatre-makers, audiences, participants and collaborators who will have more opportunities to shape and participate in the cultural life of our city and our region.

Together our work will enrich the cultural life of the North East, celebrating difference, advancing inclusion,

strengthening communities, and using theatre as a force for positive change in the world.

VALUES

We work with energy, passion and optimism because we believe theatre has the power to bring people together in extraordinary ways to imagine, explore and shape the future collaboratively.

We act with care and integrity and listen to the people we work with and serve, building relationships grounded in trust and honesty, learning from our experiences, and celebrating differences.

We are serious about inclusion and will question ourselves on our decisions, systems and processes and take action to advance our work with people who have been under- represented too often and for too long.

NEWCASTLE AND THE NORTH EAST

Newcastle upon Tyne is regularly hailed as one of the best and most popular cities in the UK. It's partly due to the city's compactness, which makes it large enough to be vibrant and exciting while small enough to feel like home.

Famous for its nightlife, sport and the warmth and generous spirit of its communities, Newcastle has two universities and a stunning Georgian city centre. It is the gateway to Northumberland and some of the most

beautiful countryside in England while the beaches of North and South Tyneside are only a 15 minute drive or 30 minute Metro journey from the city centre.

Over the last 20 years the city has developed a remarkable cultural sector, heralded by Anthony Gormley's Angel of the North, spearheaded by a series of major capital projects that created iconic new cultural spaces like The Glasshouse International Centre for Music and BALTIC Art Gallery and refurbished and extended existing assets such as Live Theatre, Dance City, Tyneside Cinema and Northern Stage itself.

Today the city has a vibrant creative ecology across all art forms. Northern Stage is a core member of NewcastleGateshead Cultural Venues (NGCV), a consortium of ten cultural organisations, operating 22 venues across visual arts, performing arts, music, dance, film, writing and literature, heritage, archives and museums and science communication in Tyne and Wear.

THANK YOU

We look forward to receiving your application.