

# Pleasance Theatre Trust - Role Pack

## Front of House, Bar and Events Manager October 2025

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## About Pleasance Theatre Trust

As a registered charity, the Pleasance Theatre Trust aims to create a compelling platform to discover, nurture and support fresh artistic talent from across the globe.

Operating year-round in London and in Edinburgh during the Festival Fringe in August, the Pleasance has become renowned for delivering an inspiring programme year on year that uniquely embodies the spirit of the Fringe.

Our London base houses 2 theatres, whilst Pleasance Edinburgh is home to 23 performance spaces across 3 sites with an audience of over 500,000 across 27 days.

As an educational charity the Pleasance is fiercely committed to developing opportunities to grow careers. In our team, experienced industry professionals stand proudly side by side with those just starting out. Together they support the artists on stage, visiting audiences, and each other.

The Pleasance is a hub of creativity which cultivates the brightest new ideas, raw talent and skills.

Join us.

*The Pleasance Theatre Trust is a registered charity - charity numbers 1050944 (England & Wales) and SC043237 (Scotland).*

## About the Role

<b>Role:</b>	Front of House, Bar and Events Manager
<b>Department:</b>	Operations
<b>Line Manager:</b>	Head of Operations
<b>Line Manager To:</b>	Front of House and Bar teams (casual)
<b>Key Relationships:</b>	Box Office Manager, Deputy Box Office Manager, Technical Manager (London), Operations Coordinator, Head of Theatre (London), Head of Finance, Finance Coordinator, Head of Comedy
<b>Contract:</b>	Permanent, Full-time (40 hours per week)

## Role Description

The Pleasance Theatre Trust seeks to recruit an Front of House, Bar and Events Manager to deliver a key aspect of the guest services operation, whilst managing and developing the events and commercial potential of Pleasance London.

They are responsible for the pool of casual Front of House and Duty Management staff. They ensure the team are well trained and motivated to deliver excellent customer service, maintain the premises and ensure the timely running of the daily programme. They will oversee the administration of the department - creating rotas, maintaining stock levels and monitoring bar income and expenditure. The Front of House, Bar and Events Manager will also act as Duty Manager on shift as required.

Working alongside the Box Office and Technical departments under the direction of the Head of Operations, the Front of House, Bar and Events Manager is responsible for ensuring the best possible experience is given to audiences and event hires attending the theatre.

This role will be responsible for the generation of revenue through events, commercial partnerships and community engagement. They will be proactive in seeking out new opportunities and building positive relationships for the business. They will manage and generate all rehearsal and commercial building hires.

The ideal candidate will have proven managerial experience in a Front of House or Bar environment whilst having a demonstrated experience of generating revenue through events. Additionally, they will be proactive in supporting the operational management of the London building.

Above all, they will have a positive, can-do and proactive attitude. They will be able to use their own initiative to generate new opportunities for the business. They will be highly personable and skilled in relationship management.

Please note, this role is based in our London venue and although travel to Edinburgh as part of the Fringe may be offered, this role will be expected to spend the majority of August in London.

## Key Responsibilities

### Events Management and Commercial Revenue

- Generate new revenue streams for Pleasance London and seek out new relationships with event partners.
- Manage the communication with external event hires and relevant Pleasance departments to ensure the smooth running of events.
- Engage with local community groups and increase Pleasance's presence and offer to the

## Operations

- Line Manage all part-time Front of House Duty Managers, Assistants and Bar Staff.
- Prepare monthly Front of House rotas according to the performance schedule.
- Ensure Show Call shift duties are adhered to by Duty Managers.
- Manage Front of House and Bar inductions and training.
- Work closely with the Box Office and Technical departments to identify and implement operational efficiencies in staffing. Organise and conduct bi-annual evening operations training.
- Manage Front of House arrangements for special and one-off events, such as Press Nights, and liaise with performing companies in advance as required.
- Manage bar stock and premises consumables orders, stock lines and drinks supplier contracts.
- Manage on-going maintenance of bar facilities, including weekly line-cleaning.
- Attend weekly company meetings.
- As part of the London Operations team, ensure Health & Safety practices are adhered and reviewed for improvement throughout the year.
- During the month of August act as building lead along with the Technical Manager.
- Ensure all front of house facing areas of the building are maintained and provide a welcoming space for audiences.

## Finance and Income Generation

- Pre-show, post show focus – maximises sales in short, high-pressure windows by planning staffing, till points, and pre-order systems.
- Reconcile staff and performing company bar tabs monthly for payroll and settlements. Ensure the commercial success of the company's bar offering, including the provision of special deals, discounts and drinks lines to maximise income from particular audiences. Manage bi-annual stock take of the bar.
- Driving and managing table service and training of table service
- Upselling & promotions – drives revenue with drinks pre-orders, offers, and show-themed menus.
- Menu & stock management – curates drinks lists around audience preferences, seasonal demand, and high-margin products.
- Team training – equips bar staff with speed, product knowledge, and upselling skills tailored to theatre audiences, table service
- Data-led approach – tracks sales against performance schedules, identifies peaks, and adapts strategies to maximise revenue on busy show nights.
- Audience experience – delivering fast, friendly service that enhances theatregoers' overall

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visit, encouraging repeat attendance and spend.

- Ensure casual staff hours are correctly logged and confirmed with the finance department for salary payments.
- Attend quarterly meetings with the finance department.

## **General**

- Attend Press and Gala events at the theatre.
- Ensure that the Pleasance is represented to all visitors as having excellent standards and first class service.
- Be a representative for the company.

## **Show Calls**

When acting as Duty Manager:

- Ensure information regarding the schedule and operational requirements of incoming productions is fully understood.
- Communicate key information to all staff through pre-shift briefings.
- Manage Front of House Assistants and Bar Staff. Ensure appropriate provision of Ushers is made to each theatre space during the performance.
- Ensure levels of hygiene and cleanliness are maintained in the bar and all public spaces, including; foyers; exterior entrances; access routes; green rooms; dressing rooms.
- Ensure safe working practices are adhered to at all times by staff, performing companies, contractors and any other parties under our supervision.
- Ensure the bar is fully stocked.
- Manage house calls and clearance, working closely with the Technical department.
- Greet incoming audiences and check all tickets (physical & digital) to provide entry.
- Assist audiences with additional access requirements, including access via the building lift and early access to the performance space.
- Record all drinks wastage.
- Record all stock levels for ordering.
- Record all staff and performing company drinks tabs.
- Complete show reports.
- Manage clear down of all public spaces.
- Ensure the bar operation complies with the terms and hours of the Premises License.
- Act as designated first aider and fire marshall.
- Work closely with the Technical and Box Office departments to ensure a smooth operation.

Please note, this list is not exhaustive and you may be required to undertake alternative or additional duties from time to time which are commensurate with your skills, experience and capabilities.

## Personal Specifications

### *Essential Skills*

- Experience working within a performance venue
- Experience running or managing a bar
- Excellent communication skills
- Impeccable attention to detail
- Experience of facilitating events
- Strong team work and leadership skills
- Flexible, adaptable and resourceful
- Excellent customer service skills
- A positive, can do attitude and calm under pressure

### *Desirable Skills*

- Health and Safety at Work qualification
- Mental Health First Aider
- Line management experience
- Experience of managing budgets and cashflow
- Knowledge of premises licensing

## Contract Terms

<b>Contract Type:</b>	Full-Time   Permanent
<b>Salary:</b>	£27,000
<b>Place of Work:</b>	London
<b>Schedule of Work:</b>	40 hours per week (Including evening shift work and remote support for casual team across weekends)
<b>Right to Work:</b>	All applicants must have the right to work in the UK. If you are not a UK citizen and require additional visas or working permissions, please specify this in your application.

## How to Apply

### Application Timeline

**Deadline:** Applications close Thursday 30th October at 5pm

**Interviews:** Week commencing 3rd November

**Start Date:** Monday 15th December

To apply for this role, you can make one of the following applications:

- **In Writing:** A written application can be made by emailing your CV and a cover letter explaining your suitability to the role to [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk) with the role title and your name included in the subject line.
- **Audio:** An audio application can be made by emailing an .MP3 audio file of your cover letter / suitability to the role. A verbal summary of your relevant experience can be given in place of a CV. Audio should be clear and easy to hear and understand. To submit an audio application

email the file to [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk) with the role title and your name included in the subject line. If the file is large please use a file sharing site such as [www.wetransfer.com](http://www.wetransfer.com)

- **Video:** A video application can be made by emailing a .MP4 or .MOV video file of your cover letter / suitability to the role. A verbal summary of your relevant experience can be given in place of a CV. There is no dress code for video applications. To submit a video application email the file to [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk) with the role title and your name included in the subject line. If the file is large please use a file sharing site such as [www.wetransfer.com](http://www.wetransfer.com), or upload a private video to a hosting site such as YouTube, Google Drive or Dropbox and send the link for viewing.
- Please can you also complete our [Equal Opportunities Monitoring Form](#) - all data is anonymised and stored in line with our GDPR Policy.

## Application Process

The process has two to three stages:

1. An application
2. Interviews for shortlisted candidates
3. Second round interviews for further shortlisted interviewees if deemed necessary

## How we assess your application

- Each application is assessed by someone who works in the team you are applying to - typically a manager with a knowledge of the requirements of the role. They will assess your application with a mixture of comments and scores for how closely they think you meet the requirements of the role. Requirements are outlined in the “What we look for in applicants” and “Role description” sections of this pack.
- The assessor will determine a shortlist of candidates for interview.
- You will be notified by email if you are shortlisted for an interview. Interviews take place in-person or online using Zoom.
- The interview will be conducted by 1 or 2 interviewers who have a knowledge of the requirements of the role. They will assess your interview with a mixture of comments and scores for how closely they think you meet the requirements of the role.
- If deemed necessary, a second interview will be conducted and will be an opportunity to discuss a particular area of the role in more detail.
- Due to the volume of applications received, we regret that we are unable to notify applicants that are not successful at the application stage or provide feedback.
- An update can be provided on the status of your application at any time by emailing [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk). We aim to reply to all enquiries within 7 days.

## If your application is successful

- You will receive an offer by email, confirming the terms and other relevant information.
- You will be invited to discuss any access requirements you have so we can discuss what adjustments can be made together.

- You are welcome to ask any further questions prior to accepting the offer.
- After you accept your offer, you will be sent a contract to sign and any other relevant information.

## Help

If you require help with your application you may contact us by:

- Email: [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk)
- Phone: +44 (0)207 619 6868

We aim to reply to all enquiries within 7 days.

## Equal Opportunities

At the Pleasance Theatre Trust we want our team to reflect wider society and welcome applications from all sections of the community - in particular from anyone currently underrepresented in the creative industries.

We welcome applications from everyone, regardless of background or social group. If you would like to have an informal discussion about any role available or anything in this pack before you submit your application please contact [jobs@pleasance.co.uk](mailto:jobs@pleasance.co.uk).

You can also email to talk to us about your access needs. We discuss access with candidates at each step of the application process, so first we would discuss access for the application, then, if successful for the interview and then if successful, for the job.