

Warwick
Schools
Foundation

Information for Applicants

Front of House Duty Manager

To start As soon as possible

Welcome from the Foundation Principal



Thank you for the interest you have shown in the role of Front of House Duty Manager.

Our Foundation is unique. We are a large but united community, focused entirely on ensuring that the pupils in our care have the most exceptional of educational opportunities. All that we do has that mission at its heart. Working together, our aim is for our Foundation schools – individually and collectively – to be recognised as the most vibrant and exciting in the U.K.

We are seeking to appoint a duty manager to help a busy and thriving theatre Department to continue providing excellent service to our stakeholders.

I hope you are inspired by what you read and will want to join us, to play a key part in our exciting future.

Richard Nicholson MA (Oxon)
Foundation Principal



Warwick Schools Foundation

Our Facilities

Warwick Campus

Home to some 2,500 pupils aged 3–18, the 55-acre Campus boasts outstanding and cutting-edge facilities for our pupils. The campus has received significant investment over recent decades, including Warwick Hall, which was completed in 2016.

King's High School was also relocated from its historic town centre site in 2019 to join Warwick Preparatory School and Warwick School in a purpose-built home on one spacious, green campus. As part of this relocation, facilities were developed for all schools including:

- Enhanced sports facilities, including a 3G rugby pitch for Warwick School, five netball and six tennis courts.
- A series of pedestrianised Quads.
- A shared Sixth Form Centre for both Warwick and King's High School students to enjoy for shared curriculum enrichment and social activities.
- Improved play space for Warwick Preparatory School, including a nursery garden and 'forest school'.
- A shared Music School for the pupils of King's High and Warwick Preparatory School.

Leamington Campus

The Kingsley School is home to around 300 pupils. Situated in the centre of Leamington, the excellent facilities include the Prep School, Senior School, and a dedicated Sixth Form Centre. Twelve acres of playing fields are just a short drive away and include a pavilion and netball and tennis courts.

Investments over recent years have included a bright and welcoming new Learning Resouce Centre, a modern and completely refurbished gym and a beautiful garden.





Job Description

Post Title:
Front of House Duty Manager

Hours of Work:
Casual work – as and when basis

Salary range

Point 14 equivalent to £15.23 per hour including £2.21 holiday pay

Location
On Site

Start Date
As Soon as possible

Reporting Lines
The post holder will report to the Theatre Administration Manager

Purpose of this Job Description
The Foundation considers this document as a "snapshot" of the job and the tasks listed are not an exhaustive list. It aims to provide a clear guide at the time of writing to all that is involved about the requirements of the job. It will also be used to communicate expectations about performance and will be used to monitor effective performance.

Responsibilities

• To arrive at the venue 1.5 hours before the start of the performance to check event requirements, to ensure the FOH area is clean and presentable and to support the bars/catering team where necessary with information about the event

• To liaise directly with the event organiser, clarifying 'show clearance' procedure, latecomers policy,door opening time, photography permissions and other event details

• To be responsible for event set up, to include (but not exclusive to): box office equipment, event signage, FOH equipment and any merchandise to be sold

• To act as a First Aider when on duty (training will be provided if necessary)

• To complete the Duty Manager's report at the end of each shift, recording any building maintenance issues, audience feedback, first aid incidents and general event notes

• To act as Duty Manager, in ultimate charge of the theatre/venue and audience, and providing a constant presence in the foyer when on duty

• To be fully familiar with building alarms, equipment and evacuation procedures, and leading a building evacuation if necessary, taking the role as fire marshall during a fire alarm

Responsibilities

• To manage Front of House Assistants holding a team briefing at the start of each shift and assigning roles and responsibilities

• To oversee movement of audiences in and out of the theatre, making all necessary announcements to ensure that all parts of an event run smoothly

• When on duty, being responsible for security in the building, including the flow of people in/out of the venue

• To understand any event VIP guestlists and allocated seating prior to the event (if applicable)

• To attend regular in-house training sessions to ensure confident understanding of health and safety procedures

• To take responsibility for lock-up procedures at the end of an event, which may include remaining on site for the duration of a company 'get-out' as determined by the Performing Arts Technical Manager

• Any other reasonable tasks that may be required while on duty

Job Description

Additional duties

- The post holder must comply with the Data Protection Act 1988, the Computer Misuse Act 1990 and all other policies as detailed on the Foundation Hub and in the staff handbook.
- To report any Health & Safety problems to the Health & Safety Manager.

Safeguarding and Protection of Children and Young Persons

In accordance with the Children's Act 1989, on appointment post holders will be required to commit to their responsibilities with regards to safeguarding. In addition, offers of appointment will be subject to an enhanced criminal record check from the Disclosure and Barring Service (DBS) and other pre-starter checks as required by the regulations governing the appointment of staff within education.

These checks will highlight cautions, reprimands, and final warnings as well as any convictions. The post holder must not have any spent or unspent convictions that would prevent working with children.

All staff are required to adhere to the School Policy on safeguarding and undertake training as required and ensure the safeguarding and well-being of children and young people at the school, in accordance with School policies.

Health and Safety

As an employee you are expected to:

1. Take reasonable care of your own health and safety.
2. Take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do during your work.
3. Co-operate with your employer, making sure you get proper training, and you understand and follow the company's health and safety policies.
4. Not interfere with or misuse anything that's been provided for your health, safety, or welfare.
5. Report any injuries, strains, or illnesses you suffer as a result of doing your job.
6. Tell your employer if something happens that might affect your ability to work (e.g., becoming pregnant or suffering an injury)
7. If you drive or operate machinery, to tell your employer if you take medication that makes you drowsy.



Person Specification

	Essential	Desirable
Qualifications	• Pass in GCSE Maths & English or equivalent	
Experience/Knowledge	• Experience of working in a public facing role • Excellent customer service	• Experience of working in a theatre front of house role • First Aid Trained or willingness to undergo training • Experience of managing staff/volunteers • Experience of working in the hospitality/bars/catering sector
Skills/Abilities	• Excellent time management throughout the shift • Excellent communication skills	
Personal attributes	• A calm and level-headed manner when dealing with busy events and members of the public • Must be 18+	• Passion for theatre and live performance
Safeguarding Children, Young People and Vulnerable Adults	• Understands their role in the context of safeguarding children, young people, and vulnerable adults • Ability to form and maintain appropriate relationships and personal boundaries with children and young people	
Equal Opportunities	• Understanding of the requirements of Equality and Diversity	

Further Details

Working hours: **Casual**

Working weeks: **52 weeks a year**

Other benefits:

- You will be opted into the Foundation pension scheme.
- Employee Assistance Programme.
- Free meals and refreshments provided during the working day.
- Free parking on site.
- A virtual GP and Physio service.
- Access to a wide range of retail discounts.
- A strong, supportive staff community.

Appointment Method

An interview will include questions about safeguarding children. The appointment will depend on satisfactory DBS clearance.

Warwick Schools Foundation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Any concerns should be reported in accordance with the Foundation's Child Protection policy.

Equality, Diversity and Inclusion

The Warwick Independent Schools Foundation is committed to promoting equality of opportunity for all pupils and staff, both current and prospective, and in this position, you will actively support an environment and workplace culture that values equality, diversity and inclusion.



Appointment Timetable

Deadline for submission: Wednesday, 11th November at 12pm

Interview date: Week Commencing 16th November 2026

Warwick Schools Foundation

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Warwick Independent Schools Foundation, a registered charity, number 1088057
A company limited by guarantee; Registered in England; company number 4252305
Registered office: Warwick School, Myton Road, Warwick CV34 6PP