

Join our team!

INCORPORATING

**SALISBURY
ARTS CENTRE**
PART OF WILTSHIRE CREATIV

**SALISBURY
INTERNATIONAL
ARTS FESTIVAL**
PART OF WILTSHIRE CREATIV

**SALISBURY
PLAYHOUSE**
PART OF WILTSHIRE CREATIV





Salisbury International Arts Festival 2025 c. Kin Ho

Wiltshire Creative

We bring people together for joyful, enriching creative experiences.

Our venues - Salisbury Playhouse and Salisbury Arts Centre - deliver surprise, delight and wonder with a diverse year-round programme. Salisbury Playhouse produces performances that bring pride and joy to our region, touring nationally and beyond.

Once a year, we burst out beyond our walls to invigorate city spaces with Salisbury International Arts Festival.

We nurture talent and spark imagination, inviting more people in our region to live creative lives.

Follow us: @WiltsCreative | wiltshirecreative.co.uk

About this role

Job Title:	Front of House Manager
Responsible to:	Head of Operations & Commercial
Responsible for:	Head Ushers and Volunteers
Main relationships:	Catering & Foyer Manager, Bars Manager, Production & Events Coordinator

As our Front of House Manager, you'll be the welcoming face of the company, committed to delivering the highest standards of service and care to our patrons and guests. You will be the line manager for our Head Ushers and have a responsibility to engage the wider front of house team. You'll ensure we meet our financial targets by championing excellent guest service, and maximising sales opportunities. Full of variety, this role is both fun and challenging with no two days the same. You'll take responsibility for a range of tasks as part of a friendly, passionate and ambitious team, working across Salisbury Playhouse, Salisbury Arts Centre and Salisbury International Arts Festival with an ever-changing programme of events.

As a registered charity, we rely heavily on our fantastic team of volunteers and you will be responsible for supporting and developing the team, ensuring that they are suitably trained and equipped to fulfil their roles. You will be ambitious in developing new channels for volunteering to support the business objectives and create new opportunities.

We are looking for someone who is:

- Committed to excellent customer service and have a positive and proactive approach to their work.
- Able to engage, motivate and support the development of the Volunteers and Head Ushers.
- Able to lead the team to deliver targets; and proactively contribute to the venues' profitability.
- Hands on, with the ability to run shifts, including opening and closing and processing accurate payments, demonstrating exemplary cash handling skills

Key responsibilities

Front of House and Customer Service Delivery

- Manage and motivate the team responsible for delivering all front of house activities and ensure a consistent and excellent approach to customer service
- Line manage the team of Head Ushers, leading on their development, performance, customer service and commercial input to the organisation
- Work with the Head of Operations and Commercial on implementing a Customer Service strategy
- Collect and evaluate customer feedback and use that data to inform the approach to audience satisfaction, improved participation and increased footfall
- Identify opportunities to enhance the customer experience
- Ensure team members are fully aware of audience and commercial targets and are knowledgeable and confident to serve, with adequate familiarisation of the programme, services and products
- Report any maintenance issues in the auditoriums and front of house spaces to the Facilities team promptly, to support safety and the customer experience
- Ensure effective and consistent communication across the whole Front of House team
- To take the lead on Access provision for Front of House in conjunction with the Access working group and the Communications and Sales Team
- To be one of the designated key holders able to respond to callouts for building related emergencies

Volunteer Management

- Recruit, induct and train new volunteers, ensuring that customer experience expectations are communicated and that goals and objectives for volunteers are set and reflect the aims of Wiltshire Creative
- Ensure all volunteers are compliant in completing mandatory training
- To ensure high standards of performance from our volunteers through supportive coaching and development and compliance with our volunteer code of conduct

- Carry out risk assessments and other Health & Safety management for volunteers and their core activities
- Ensure that Wiltshire Creative events, performances and Front of House are adequately supported by volunteers, creating a rota and monitoring staffing levels
- Maintain good communications with Wiltshire Creative volunteers through newsletters, and regular in-person meetings
- Arrange social events and other rewards for volunteers to maintain motivation and good morale
- Work collaboratively with all departments, to identify and deliver new ways in which the volunteer scheme can enhance the work of Wiltshire Creative
- Maintain data records of volunteer hours and contributions as required by Wiltshire Creative funders
- Develop and maintain successful relationships with local community groups and other appropriate organisations and businesses to recruit and retain volunteers
- Maintain an up-to-date knowledge and awareness of best practice in the voluntary sector

Commercial Revenue

- Working with the Head of Operations and Commercial, assist with growth and development of trading activity and increasing the profitability of activity, in line with business KPI's
- A shared responsibility of Front of House stock ordering, and monitoring of sales.
- Effective budget management and reporting, setting tangible targets for your team
- Review/report on progress taking action if any area is not delivering
- Use data to inform decisions whenever possible to maximise income, control costs and promote high service standards
- Ensure cash and card handling procedures are adhered to, and any discrepancies thoroughly investigated
- Ensure accurate reporting, completion of sales documentation, stock ordering and purchase orders
- To assist in the planning and delivery of Private Hire and Events (when required)

Duty Management

- To provide Duty Management of events and shows across our two buildings (on a rota basis)
- To maintain a high standard of presentation, cleanliness, and safety in all public areas
- Understand and uphold the conditions of the venue's Premises Licence or Temporary Event Notice
- Ensure that the FOH Team give any extra assistance required by Patrons with Access requirements
- Provide a visible management presence for staff and visitors during incoming, interval and outgoing periods of all performances
- Address any feedback from audience members or other visitors and resolve them quickly
- Ensure that the Front of House operation runs to time, communicating any delays to the BOH team. Take responsibility for the final cash up of FOH tills, signing all monies into the safe and investigating and resolving any discrepancies
- Securely hold keys to the main safes and issue change as needed
- Work closely with and maintain communications with the Duty Technical team
- Lead the immediate response to an emergency incident, notifying the Head of Operations and Executive team as appropriate
- At the end of the Duty shift correctly follow lockdown procedures.
- To provide additional support to the Front of House team during particularly busy times.

General

- To always act in the best interests of Wiltshire Creative
- To take positive action to promote Equal Opportunities in all aspects of the work of Wiltshire Creative
- To agree to abide by Wiltshire Creative's policies, as set out in the Staff Handbook
- To maintain confidentiality in all areas relating to Wiltshire Creative
- To maximise income and minimise expenditure wherever possible
- To be flexible and to undertake any other reasonable duties as requested by Management
- Lead by example, with a positive, professional and proactive attitude

About you

- Experience of working in a fast-paced environment leading a team to deliver high level customer service and sales
- The ability to think creatively to maximise revenue and reduce costs
- Working knowledge of volunteer programmes and best practice in volunteer management
- Ability to motivate your team through in person meetings and written communications
- Ability to effectively prioritise and work under pressure and to tight deadlines
- Ability to work as part of a team and independently
- Computer literate
- A keen eye for detail
- Good administrative and organisation skills
- Well presented, with a confident and polite approach
- Willing to work flexibly including a mixture of daytime, evenings and weekends
- First Aid Certificate (or willingness to obtain)
- Enthusiasm for / interest in the theatre or live entertainment
- Experience of working with customers who have access requirements
- Experience of working on ePOS till systems

Terms and Conditions

Salary	£28,000 - £30,000 per annum DOE
Type of Contract	Permanent
Location	Flexible working across Salisbury Playhouse and Arts Centre
Hours of work	40 per week, including paid breaks, on a rota basis Monday to Saturday including evenings and weekends
Holiday	28 days per annum rising in line with length of service
Benefits	<ul style="list-style-type: none">• Wiltshire Creative offers a pension scheme through People's Pension, whereby contributions will be deducted from your salary and are currently matched by Wiltshire Creative up to 3% of salary. Wiltshire Creative is legally obliged to auto-enrol all eligible employees into this scheme after three months' employment, although the employee has the right to 'opt out'.• Complimentary tickets for in-house shows• Invitations to press nights• Occasional ticket offers on visiting shows• Discount in our bars and cafes• Opportunity for flexible working patterns• Wellbeing activities• Employee Assistance Programme• A fully trained team of Mental Health First Aiders• Training and development opportunities• Cyclescheme• Interest-free travel season ticket loans <p>Full details are available upon request.</p>

How to apply

Thank you for your interest in this post.

We strive to make our recruitment process accessible for all. If we need to make any adjustments to allow you to fully participate in our recruitment process, please contact our friendly admin team on recruitment@wiltshirecreative.co.uk or 01722 320117, and they will be more than happy to help. Adjustments could include, but are not limited to,

- Providing the application pack in a different format (e.g. hard copy, PDF, large print, audio)
- Enabling you to submit your application in a different form (e.g. audio, video)
- Making arrangements to facilitate your participation in an interview should you be shortlisted

We are keen to have all ethnicities, faiths, genders, sexualities, and disabilities represented in our organisation, and actively encourage applications from people of all backgrounds. We guarantee to interview all d/Deaf and disabled applicants who meet the essential criteria for this vacancy.

Before you apply

Please read the Job Description and Person Specification carefully before you apply and use these to inform your application. If you have any questions, or if you wish to have an informal conversation with us before applying, please contact our friendly admin team on recruitment@wiltshirecreative.co.uk or 01722 320117.



How to apply for this post

The closing date for this vacancy is 9am on Monday 23rd March 2026 with interviews taking place the week commencing 30th March 2026.

To apply please click the Apply button below and complete the online form. Please note that we will NOT accept CVs.

If you would like to submit your application in a different format (e.g. audio or video), please contact our friendly admin team on 01722 320117 or recruitment@wiltshirecreative.co.uk.

The questions in this form are also available in audio and BSL video format.

Please also complete our [Equality, Diversity and Inclusion Monitoring Form](#). A hard copy of this form is available on request. We ask for this data to monitor who our job adverts are reaching and who is applying for our roles. The data submitted is completely anonymous and will only be seen by the administration team and used to analyse the progress of our Equal Opportunities policy. Your answers will not be linked to your application form in any way and will not be seen by the shortlisting or interview panels.

Data Protection

The information you give in your application will be used to create a shortlist for interviews. Any data about you will be held securely, with access restricted to those involved in dealing with your application as part of the recruitment process. Your application will be kept on file for a maximum of six months, and then destroyed.

Should any job opportunities for which we think you may be suitable arise within the six-month period, we may send you details about the vacancy. We may also contact you for feedback on our recruitment processes.