



RECRUITMENT PACK

FRONT OF HOUSE DUTY MANAGER (CASUAL)

AUGUST 2025



WHO ARE WE?

beacon
arts centre

We are the Beacon, a contemporary theatre and arts venue in the heart of Inverclyde... and a whole lot more besides.

Beacon Arts Centre is a vibrant hub for the arts in Inverclyde, presenting outstanding performances and delivering a respected community engagement programme. The Beacon has established a strong reputation for its home-produced pantomimes, creative recovery initiatives, and youth theatre. We are now poised to grow a community of donors who share our commitment to culture, creativity, and inclusive access.



Beacon Arts Centre

Custom House Quay, Greenock PA15 1HJ
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www.beaconartscentre.co.uk



WE ARE THE BEACON ARTS CENTRE... AND A WHOLE LOT MORE



OUR PROGRAMME

At Beacon Arts Centre we host a year-long programme of theatre, comedy, music, dance and musical theatre. Captivating creative activity doesn't stop there, we also have intimate performances for younger children and their families, and a range of festivals, exhibitions, classes, workshops and events.

OUR PRESENCE

Beacon Arts Centre is managed by the charity, Greenock Arts Guild Limited, and our diverse funding base is underpinned by core grants from Inverclyde Council and Creative Scotland. We firmly believe that Inverclyde is one of Scotland's most attractive places to live and work and it also has the benefit of well-developed transport links to Glasgow and the rest of Scotland. We are proud to be part of this vibrant community and to make a key contribution to the local economy as an employer. We play a vital role in supporting local tourism.

OUR VENUE

From our stunning location on the banks of the River Clyde, at the heart of Greenock's waterfront regeneration, our modern, purpose-built venue offers a 500-seat theatre and a 128-seat studio as well as a variety of spaces for exhibitions, meetings, rehearsals and development work. We also have superb facilities for eating, drinking and events.

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@thebeaconartsc



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FRONT OF HOUSE DUTY MANAGER (CASUAL)



ABOUT THE ROLE

JOB PROFILE

To manage the Front of House (FOH) team during theatre performances and events ensuring that customers receive the highest standard of customer service, making sure that the comfort and Health & Safety of customers are always guaranteed.

To promote and drive ancillary sales to attain the best possible income for the Beacon and be responsible for the reconciliation of all FOH sales.

- To carry out end of show checks and complete a performance show report
- Working with the Box Office and other team members to improve Customer Care for all patrons
- Identify poor performance and quickly tackle the issue – recognising and acknowledging good performance
- To deal with customer complaints effectively and appropriately

MAIN DUTIES

- To be the main point of contact on duty during performances and events
- To ensure care and supervision of the public before, during and after performances and events
- To be knowledgeable on our emergency procedures and ensure safe evacuation of the entire FOH area of the building (members of the public and staff) in the event of an emergency
- To assist the Management team in delivering the best possible service to visiting companies, event bookers and the public by supervising all FOH areas connected with all performances and events.
- To help train and manage the FOH team
- Ensuring you are up to date with all performances and events, briefing FOH staff before all activities
- To brief and ensure that FOH staff comply with the Beacon Arts Centre's policies and codes of practice regarding Health & Safety, Access, and Equal Opportunities

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PERSON SPECIFICATION

ESSENTIAL KNOWLEDGE, SKILLS AND EXPERIENCE

- Experience in customer care
- Good leadership & organisational skills
- Effective communication and interpersonal skills
- Ability to work well under pressure
- Ability to work flexibly to ensure service provision
- Confident dealing with customers face to face
- Knowledge of current Health & Safety legislation and practice

DESIRABLE

- First Aid Qualification
- Active interest in theatre
- Knowledge of the Beacon Arts Centre

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Beacon Arts Centre

SUMMARY



JOB TITLE

FOH Duty Manager

REPORTS TO

FOH Manager

CONTRACT

Casual

HOURS

This is a casual role, and the hours vary to suit the needs of the seasonal nature of the Beacon's programme. This role requires flexibility to work evenings and weekends, in line with our performance schedule.

SALARY

£14.45 per hour

HOW TO APPLY

APPLY TO

Tessa Calder,
Finance & HR Manager
recruitment@beaconartscentre.co.uk

ATTACHMENTS REQUIRED

1. A letter of application
2. CV (two sides A4 max)
3. Name and contact details of two referees (referees will not be contacted prior to interview)
4. Equal Opportunities Monitoring Form (available at beaconartscentre.co.uk/work-with-us)

EMAIL SUBJECT HEADING

Front of House Duty Manager (casual)

APPLICATION DEADLINE

Monday 8 September

INTERVIEWS

Week commencing Monday 15 September

START DATE

By mutual agreement

If you would like to have an informal confidential chat about the role in advance of submitting an application, please email Tessa Calder, Finance & HR Manager, at recruitment@beaconartscentre.co.uk

Should you have any access requirements or need any reasonable adjustments to be made in order to apply for this role, please contact recruitment@beaconartscentre.co.uk

The Beacon is committed to access, diversity and representation, and we actively encourage applicants from different backgrounds and with different experiences in order to develop and strengthen the organisation, evolve our programmes, and better reflect the communities we serve.

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