

JOB DESCRIPTION

Job Title:	Duty Manager- Freelance
Department:	Front of House / Building Operations
Contract:	Freelance -variable hours (evenings and weekends required)
Rate of Pay:	£14 per hour
Location:	Seven Dials Playhouse, London, WC2H 9NP
Responsible to:	General Manager
Responsible for:	Front of House Assistants

WHO WE ARE

Seven Dials Playhouse – the West End’s Creative Hub

Seven Dials Playhouse is the West End’s home for the development of professional theatre, and artists, a creative hub for the industry, and a place for audiences to see bold and surprising theatre.

By day, our studios are home to some of the most exciting performances being devised/rehearsed in the theatre world, the co-working space, a buzzing place for creatives to base themselves. Our busy artist development programme means there’s often new work being created somewhere in our building. Often described as a warm and welcoming haven, away from the rush of central London, we are an open, vibrant space where ideas thrive and possibilities unfold.

By night, our stages come alive with some of the freshest performances being created – from our monthly improvisation nights, comedy, drama, and new writing.

We are the place to see bold and surprising theatre from artists at all stages of their careers, right in the heart of London’s West End.

We are committed to removing barriers, amplifying underrepresented voices, celebrating individuality, and embedding inclusion across all we do— from programming and staffing to communications and physical space. Everyone at Seven Dials Playhouse contributes to this vision, working with creativity, care, and collaboration to make a meaningful difference.



DIVERSITY & INCLUSION

Seven Dials Playhouse aims to reflect the diversity of contemporary Britain, in the work presented on its stages, the artists we work alongside, the Board of Trustees, and the wider team. A commitment to diversity will ensure the organisation remains relevant, resilient, and culturally productive.

To shape the future mainstream, we must ensure we engage with artists from a wide range of backgrounds and work to eliminate barriers, both actual and perceived, that prevent people from engaging with theatre/the arts.

Our commitment to diversity must be reflected throughout the organisation, not just in the work, but in the diversity of our board of trustees, staff, and artists/companies; the accessibility of the physical building; and positive messaging and communications. Seven Dials Playhouse is opposed to any form of direct or indirect discrimination and aims to positively engage with people from all backgrounds.

ABOUT THE ROLE

As a Freelance Duty Manager, you'll play a key part in ensuring everyone who visits Seven Dials Playhouse has a safe, smooth, and enjoyable experience. You'll take the lead on Front of House operations during performances and events, managing staff on shift and overseeing the building while you're on duty.

You'll be the friendly, capable point of contact for audiences, artists, and visiting companies — ensuring everything runs to plan and representing the Playhouse with warmth and professionalism.

This is a freelance role designed to be flexible, as-and-when role, ideal for someone with supervisory or duty management experience in a theatre, arts venue, or customer-facing environment, who enjoys working as part of a small, supportive team. Work is available on an ad hoc basis to cover shifts when there may be increased demand, additional events or when permanent staff members are absent or on leave. The successful candidates will be paid for work they undertake but are not obligated to work set hours in any week. The amount of work will be dependent on shift availability and the Seven Dials Playhouse is not obliged to guarantee any hours before shifts become available.

All freelancers working with Seven Dials Playhouse must:

- Be registered as self-employed with HMRC and manage their own tax and National Insurance contributions.
- Hold the right to work in the UK.
- Provide a Unique Taxpayer Reference (UTR) number and valid proof of identity.
- Be willing to provide professional references and complete any required training or induction before starting work.



MAIN DUTIES AND RESPONSIBILITIES:

Building Operations

- Act as keyholder — opening, closing, and securing the building as required.
- Carry out regular checks to ensure facilities are safe, clean, and operational.
- Make sure all spaces are set up, reset, and kept ready for shows, hires, and other activities.
- Report maintenance issues promptly and follow up as required.
- Take responsibility for building safety and emergency procedures while on duty.
- Support the Playhouse's environmental and sustainability initiatives, including recycling and waste management.

Show Operations

- Lead FOH staff during shows, events, and room hires to ensure smooth operations and excellent audience experience.
- Oversee bar, merchandise, and ticketing operations, maintaining accurate records of sales, stock, and attendance during shift.
- Take the lead in managing audience or building incidents or emergencies during shows, calmly and professionally, following procedures.
- Complete shift reports and ensure smooth handovers between Duty Managers.
- Liaise with Hires, Visiting Companies, Visitors and SDP teams to coordinate technical and operational requirements for smooth running of all performances, events, and hires.
- Provide feedback on FOH procedures and event operations to contribute to continuous improvement.
- Maintain the presentation and accessibility of all public spaces.

Team Leadership

- Support, motivate, and brief the FOH team on shift.
- Maintain high standards of customer service and professionalism.
- Provide feedback to management to help improve operations.
- Ensure FOH team maintain professional appearance, conduct, and adherence to Seven Dials Playhouse policies.

Customer Service

- Provide excellent customer service to audiences, artists, hirers, staff, and visitors, actively contributing to a friendly, welcoming, professional, safe, and accessible environment.
- Respond to queries or complaints in a professional and proactive manner, following playhouse procedures to resolve effectively.
- Represent Seven Dials Playhouse with enthusiasm and care.

Finance & Administration

- Purchase essential bar or building items when required (including basics such as toilet roll, ice or cleaning products).
- Ensure all receipts are emailed to Dext and correctly coded after each purchase.
- Handle small cash or card transactions responsibly, following Seven Dials Playhouse procedures.
- Report any finance-related issues or discrepancies to the General Manager.



Health and Safety

- Follow all Health & Safety rules and procedures, ensuring the safety of staff, performers, and audiences.
- Ensure compliance with licensing, capacity limits, and event conditions under the playhouses Premises Licence.
- Conduct or check risk assessments for performances, events, and room hires, identifying and mitigating hazards.
- Ensure safe access and evacuation for all visitors, including those with access needs.
- Respond appropriately to emergencies, including fire, medical incidents, or crowd safety issues, following theatre protocols.
- Ensure the FOH team are briefed and trained in relevant Health & Safety procedures.

PERSON SPECIFICATION

Essential

- Previous duty management or supervisory experience in a Front of House environment, ideally within a theatre or arts venue/space.
- Excellent organisational, time management, and prioritisation skills; able to work calmly under pressure and adapt to changing demands.
- Strong written and verbal communication skills, with the ability to engage effectively with colleagues, audiences, hirers, and stakeholders.
- Proven customer service skills and a commitment to delivering an excellent audience experience.
- Ability to exercise initiative, take responsibility, and resolve issues independently.
- Collaborative, proactive, and solution-focused, with excellent attention to detail and reliability.
- Flexible in relation to duties and working hours, including evenings and weekends, responding to organisational needs.
- Knowledge of Health & Safety legislation and procedures.
- Competent in basic IT applications, including Microsoft Outlook, Word, and Excel.
- Experience with Box Office ticketing system (e.g., Ticket Solve).

Desirable

- Qualifications in health & safety, fire safety or first aid.
- Previous experience working in a theatre or arts environment.



- A passion for Seven Dials Playhouse, and its breadth of work.
- Experience of using Employee scheduling tool (e.g. Deputy)

HOW TO APPLY:

To apply, please send your CV and a cover letter (no more than two sides of A4) outlining your experience and availability to **Chantal, General Manager, chantal@sevendialsplayhouse.co.uk**. There is no deadline to apply as we are building our Duty Manager freelance pool.

You must also complete our [Equality Monitoring Form](#) as part of the application process.

Please note that applications will not be considered unless both a CV, a separate cover letter, and the Equalities Monitoring Form are received by the deadline.

This job description provides an outline of tasks associated with this role and does not constitute an exhaustive list. There may be instances whereby the General Manager/wider team assigns reasonably related tasks or projects to the Duty Manager which are not currently listed within the job description.

Seven Dials Playhouse strives to be an equal opportunities employer.

