

## **Role**

A Theatre Manager runs the actual venue, supervising the staff within the building, from the Stage Door Keeper to the Front-of-House staff. They oversee the administrative and production-related aspects of a theatre which can include the financial, marketing and organisational concerns to ensure the theatre operates successfully. Note that this is a separate responsibility to the show operating successfully.

The role is can begin in a more general entry level role such as an Office Assistant working up the company and gaining skills and experience along the way. It requires a lot of responsibility, so you must be someone who is reliable and trustworthy as well as strong headed and organised.

## **Responsibilities include**

Ensuring the venue complies with all necessary Health and Safety and fire regulations, including conducting risk assessments

Managing customer service at the theatre

Supervising the work of the Front-of-House staff, including the box office and ushers, to ensure high standards in customer delivery. This includes organising and leading training

Dealing with any issues pre, during or post-performance, particularly complaints from the audience, including responding to written complaints

Organising external hires of the theatre, plus various events and meetings within the building

Liaising with the Company Manager of a visiting production to ensure effective communication between the theatre and company, making sure important information is known to both parties

Preparing weekly charges to the producer of a visiting production, invoices and financial reports for Head Office

Other administrative duties, including writing show reports, compiling staff rotas and organising payroll

Manage the budget and ensure you meet the financial and operational targets of the theatre

## **Key Skills**

Sound business acumen and commercial skills

Excellent at managing people and leading teams

Good communication, both verbally and in writing

Good time management skills

Ability to work under pressure

Thorough working knowledge of Health and Safety guidelines

Excellent customer service skills

### **Training**

Many Theatre Managers follow a career path through Front-of-House work; some of the best ones started life as an usher. This ensures an excellent grounding in production duties and customer service on which to build to Front-of-House Manager to Deputy Theatre Manager and onwards.

You can become a Theatre Manager with a degree in any subject, however the subjects below would make you an ideal candidate for this role:

Arts administration

Arts management

Business studies/ management

Drama/ Theatre studies

Arts in the community

Creative/ performing arts

### **Courses include but are not limited to the following**

BA (Hons) Music, Theatre and Entertainment Management – The Liverpool Institute for Performing Arts

### **Useful Information**

[https://learn.org/directory/category/The\\_Visual\\_and\\_Performing\\_Arts/Theatre\\_Arts/Theatre\\_Management.html](https://learn.org/directory/category/The_Visual_and_Performing_Arts/Theatre_Arts/Theatre_Management.html)

<https://www.thestage.co.uk/>

<https://www.artsprofessional.co.uk/>

<https://cloresocialleadership.org.uk/>