

South London Theatre
General Council – role descriptions
House Manager

Being a member of the SLT General Council

All members of General Council (GC) become Directors and trustees of SLT. You can read more about what being a trustee means here, but in essence it's about looking after the interests of SLT and our members. We need to make sure we are behaving legally and responsibly, are using our resources effectively and are accountable for what we do. You will be part of the decision-making that makes that happen. We hold monthly GC meetings, our AGM and annual away day, that you will be expected to attend (although we're all allowed a holiday!). All members of GC will also be expected to promote equality, diversity and inclusion and good safeguarding practices.

Specific to the role – House Manager

The main purpose of the role is to manage those essential functions that interface between the production and the audience - specifically Box Office, Front of House and Raffle – and ensure these areas are fully represented at and accountable to GC. The main responsibilities include:

1. Reviewing our systems and processes to ensure effective and value for money technical systems and processes are in place that support the maximisation of ticket sales for SLT productions and events.
2. Ensuring that volunteers are trained and supported in providing a range of services to members and audiences, with a strong emphasis on customer service.
3. Ensuring rotas are maintained and adequate cover to comply with health and safety and public licence requirements.
4. Liaising with the Building Manager on health and safety and fire safety regulations, including duty manager responsibilities.
5. With the General Technical Manager, ensuring clarity of responsibility and actions between stage management and front of house on health and safety and fire safety matters on show nights.
6. Ensuring sound procedures are in place to account for and bank monies relating to ticket sales, programmes, raffle and merchandise, etc.
7. Monitoring and reporting quarterly ticket sales.
8. Investigating and responding to any concerns raised by members or audiences in relation to the wider front of house activities.

What skills do you need?

Good organisation and planning is essential for this role, as is attention to detail. You will need to be able to balance the need for streamlined and efficient processes, with an ability to promote an ethos of flexibility and a welcoming attitude. An ability to train volunteers, clearly and simply, respecting different technical abilities and preferences will also be a bonus. Active listening, empathy and understanding are also very important.