

Duty Manager (Part Time / Casual)

The Egg, Theatre Royal Bath

Dear Applicant,

Thank you for your interest in this role. We are pleased to be advertising this position and to find an experienced and efficient candidate to join our team at The Egg Theatre.

At The Egg, we are committed to fostering a diverse and inclusive workforce and strive for equity in our recruitment and employment practices. To inspire and engage more people from underrepresented backgrounds, we are actively working to remove barriers and create fairer opportunities. We aim to diversify our workforce by 20% by 2027 and are therefore taking positive action to encourage applications from individuals who identify as Black, Brown or from other global majority backgrounds, who are currently underrepresented in theatre-making and creative roles. We also encourage applications from those who have experienced barriers to career development due to protected characteristics. All final appointments will be made on merit.

We are happy to make-reasonable adjustments to help applicants feel more confident throughout the process, please don't hesitate to let us know how we can help.

If you wish to apply, please complete our [Equal Opportunities Monitoring form](#) and email your CV and your responses to our four questions to Elysia Collins, The Egg Venue Manager.

I enclose the following written materials:

1. Job Description and Personal Specification
2. Background to The Egg at Theatre Royal Bath
3. Application Procedure

Details of how to apply and complete the questions can be found at the end of this document.

Please ensure applications reach us no later than 12 o'clock (noon) on **Monday 10 August**.

Interviews will take place on either the 13 or 14 August and you will receive notice of your call to interview no later than **12 August**.

The application process will include a formal interview.

Thank you for your interest in The Egg, Theatre Royal Bath and I look forward to hearing from you.

Yours sincerely,
Elysia Collins (she/her)
The Egg, Venue Manager



Duty Manager Job Description

Job Title:	Duty Manager (part time)
Department:	The Egg
Hours	Saturday and Sunday daytime and midweek evenings. This role is part time and is on a Casual Worker agreement meaning that the amount of work available varies throughout the year although hours are not guaranteed. Based on current operational requirements, Duty Managers typically receive between 10 and 30 hours per week.
Salary:	£13.39 per hour
Reporting to:	The Egg Venue Manager
Responsible for:	Front of House staff, Volunteers & Placement Students as appropriate
Location:	The Egg, Theatre Royal Bath
Benefits:	Complimentary tickets for most productions at each of the three auditoria (the Main House, Ustinov Studio, The Egg).

We're on the lookout for a calm, organised human who is happy juggling a hundred tiny things while keeping the big picture in view. You don't need to know everything about theatre (yet!), but you do need to like people – all ages, all backgrounds, all temperaments – and want to help make magical, welcoming experiences for everyone who walks through our doors.

You'll be someone who:

- Communicates clearly and cheerfully
- Keeps a cool head when things get hectic
- Can be trusted with keys, tills, and tiny humans
- Loves the arts and wants others to love them too
- Is ready to roll up their sleeves and get stuck in

We're especially keen to meet people who've got experience supporting children and families, or who've worked in creative or caring environments before – but mostly we want someone who cares, shows up on time, and can bring a bit of sparkle to the everyday.

This is a flexible role for someone wishing to build experience of customer service and/or running a venue.



Duty Manager Person Specification

In completing your application, please refer to the Person Specification outlined below. We know that people don't always meet every requirement listed in a job description. If this role excites you and you think you could bring something valuable to our team, we'd encourage you to apply. We're interested in transferable skills and recognise that experience can come from work, volunteering, education or other life experiences.

Qualifications

Essential

- Educated to A-Level standard or equivalent.

Desirable

- A vocational qualification in arts administration, customer service, theatre operations, or a related field.
- First aid training and/or health & safety qualifications.

Experience

Essential

- Previous experience in a customer-facing role, ideally within a theatre, arts, or hospitality environment.
- Experience of handling enquiries and communicating effectively with a broad range of people, including children, parents/carers, and artists.

Desirable

- Experience of duty management or holding a position of responsibility during public-facing events.
- Experience working with or supporting children and/or vulnerable adults.
- Experience with Spektrix or similar box office systems.

Skills and Abilities

Essential

- Excellent verbal, listening and written communication skills, with the ability to communicate clearly and effectively in person, by telephone and in writing with customers and colleagues.
- Able to meet the physical demands of the role, including emergency response, manual handling, and carrying out operational duties within a busy environment.
- Strong organisational and time management skills, with the ability to prioritise tasks and remain calm under pressure.
- Ability to work independently and as part of a team.
- Commitment to delivering excellent customer service and creating a welcoming environment.
- Proactive and practical approach to problem-solving.

Personal Attributes

Essential

- Professional and approachable manner.



The Egg at Theatre Royal Bath

About us

Egg Mission Statement

The Egg is a theatre for curious and young minds, where we explore the joy of being human through shared theatrical experiences.

The Egg

The Egg, part of Theatre Royal Bath, is one of the country's most established theatres dedicated to children and young people. Since opening in 2005, it has presented over 900 plays, programming 60 different professional productions each year for audiences aged 0-18, hosting hundreds of theatre companies and introducing thousands of young people to live theatre.

The Egg team works with many organisations to extend the role that arts and cultural venues play in young people's lives, and fosters careers in the arts through: a partnership with Bath College delivering the Level Three qualification in Performing & Production Arts; apprenticeships; a Youth Theatre for ages 5-18; creative participation for 18+; strong links with Bath Spa University and Bath Cultural Education Partnership; a new Pipeline project offering work-based learning opportunities to people from backgrounds and heritage who experience systemic under-representation in the theatre industry; and the Incubator, the Egg's ideas development programme.

The Egg operation broadly falls into two subsections, which we sometimes call departments, but we share the same office and are viewed as a single entity. These are:

Building and Productions (The Egg). The toured-in programme, producing, touring and all things Theatre for Young Audiences. Consists of Egg Director, Egg Manager and Audience Development Officer.

Engagement. This department broadly covers all participation, education and engagement activity. This includes the delivery of Level 3 Performing Arts, schools' liaison, delivery of all out-of-school creative learning including our youth theatre, digital experiences, early years provision and adult creative learning. Consists of Head of Engagement, Education Producer, Education Coordinator, Participation Programme Producer (Young People), and Head of Community Engagement (Adults).

The Egg also has a full time Administrator and makes use of casual receptionists, front of house, workshop assistants and freelance practitioners.

Our Funding Model

TRB is a charity organisation with three auditoria: The Main House, Ustinov Studio and Egg Theatre. It also has a commercial trading subsidiary that produces and tours commercial work around the country and in the West End. Therefore, TRB is not reliant on Arts Council England funding for its existence. The Egg is funded by the profits made by TRB Productions.

Although part of The Egg, Bath Theatre Academy is mainly funded by a collaboration with Bath College.



Duty Manager Application Procedure

Deadline for Applications: Monday 10 August
First Stage Interviews: 13 or 14 August

Any offer to a successful candidate will be conditional upon:

- Receipt of at least two independent written references, which are satisfactory to Theatre Royal Bath. **Nb:** References produced by candidates will not be accepted.
- Verification of identity and Right to Work in the UK to be produced at interview stage.
- Returning a satisfactory DBS check.

Application Procedure

Please submit an up-to-date CV (2 pages max, PDF format) and respond to the four questions below. Please include contact details for your references on your CV. References will only be contacted after a job offer has been made.

We are interested in what you say rather than how you say it. Please apply in the format that best suits you and enables you to respond fully to the role. This could be written English, video (BSL/spoken, English/SSE), or an audio recording.

Questions

If answering in written form, please use no more than 400 words per question.

If answering in audio form, please ensure recordings are no longer than 2 minutes per question.

If answering in video form, please ensure recordings are no longer than 2 minutes per question.

1. **What excites you about this role?** We are asking this question to get an idea of why you are applying for this position and why you are interested in working at The Egg.
2. **How are you suited to this role?** We are asking this question to hear about how your experience, knowledge and skills match the person specification. Your answer to this question should give us a really clear picture of the skills and experiences you can bring to this position.
3. **Tell us about what inspires and excites you in life. (It doesn't have to be theatre.)** We are asking this to learn more about you and what matters to you. A suitably qualified person relies as much, if not more, on personal disposition than anything else.
4. **Tell us about a challenging situation you faced at work and how you dealt with it.** We are asking this to learn how you face challenges or stressful situations. Mistakes are normal; how we manage them is what makes us distinct.

*Please email your CV and answers to your questions to: elysia.collins@theatreroyal.org.uk (quoting Duty Manager in the subject line).

We recommend using WeTransfer to send video files if applicable.