



VENUE MANAGER – THE EGG

The Egg, Theatre Royal Bath

Dear Applicant,

Thank you for your interest in this role. We are delighted to be recruiting for this key position within The Egg Theatre: a vibrant, established hub for children and young people, home to performances, a thriving Theatre School, and a Level 3 Performing Arts course.

As we continue to grow, we are looking for an experienced, calm, and highly organised Venue Manager to join our team.

This role requires a practical person who is confident in running a busy venue with multiple activities happening simultaneously, and who can support a broad community of users, with children, young people, families and caregivers at its heart. You will be based at The Egg's reception desk – the first point of contact for the building – ensuring all visitors, artists, partners and participants are welcomed warmly, with their needs swiftly identified and met.

You will be a collaborative member of the team, yet able to thrive working alone at the Egg's front desk, in a space that is often noisy and busy.

We are looking for a Venue Manager who believes deeply in The Egg as a space open to everyone, and who is fully abreast of access and inclusion issues, particularly as these relate to children and the adults who accompany them. You will bring a creative, practical and outcome-focused approach to problem solving, and be confident balancing warmth with authority in a public-facing role.

What follows is a job description that forms the basic structure of your role; one that will, over time, evolve to embrace your ideas, strengths and unique dispositions.

At the Theatre Royal Bath, we are committed to fostering a diverse and inclusive workforce and we strive for equity in our recruitment and employment practices. In order to inspire and engage more people from diverse backgrounds, we are endeavouring to actively work to address the barriers they face. We are therefore taking the 'positive action' of offering an interview to all global majority applicants who meet the 'Essential Criteria' on the job description for this post. **Any 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 the [Equal Opportunities Monitoring Form](#) and email your CV and responses to our three questions on page 8 to Lydia McCotter: recruitment@theatreroyal.org.uk
I enclose the following written materials:

1. Background to the Theatre Royal Bath
2. Job Description and Personal Specification

3. Venue Manager – The Egg: Application Procedure

Details of how to complete the questions can be found at the end of the Application Procedure document.

Please ensure your application reaches us no later than **9am, Monday 2nd February 2026**.

Interviews will take place in person at the Theatre Royal Bath on **Wednesday 18th February 2026** and you will receive notice of your call to interview no later than **Thursday 5th February 2026**. If you are unavailable that week, please let us know when applying; this will not affect your application.

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

Yours sincerely,

Kate Cross
Director, The Egg Theatre
Theatre Royal Bath

Theatre Royal Bath

Venue Manager – The Egg



Background to the Theatre Royal Bath

The Theatre Royal Bath is one of the oldest continually working theatres in the country, having originally opened in 1805. A Grade II* listed building, it is described by the Theatres Trust as "One of the most important surviving examples of Georgian theatre architecture".

The Theatre Royal Bath comprises three auditoria – the historic Main House, the innovative Ustinov Studio and the Egg Theatre – which between them programme the best of UK touring and international theatre; many productions either prior to or direct from the West End, a mix of drama, comedy, ballet, opera and musical theatre and dedicated work for children and families throughout the year.

Theatre Royal Bath is a registered charity with a charitable purpose to provide high quality entertainment and creative learning opportunities for the community. Regular visitors to the **Main House** include West End transfers from companies including the National Theatre, The Royal Shakespeare Company, Mischief Theatre (The Play That Goes Wrong) and touring companies including English Touring Opera, Rambert Dance and much-loved and award-winning UK and international actors. The Main House also hosts one-night events ranging from stand-up comedy with leading comedians to illustrated talks and music events.

Since 2011, under the direction of first Laurence Boswell, and more recently the internationally acclaimed and multi-award-winning opera and theatre director Deborah Warner, the 120 seat **Ustinov Studio** has transformed to an internationally acclaimed venue for innovative, creative theatre and performance including dance and opera with numerous productions transferring from the Ustinov Studio to the West End. These are presented alongside a continuing programme of high-quality small-scale touring theatre.

The Egg 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 (Bath Theatre Academy); apprenticeships; a Youth Theatre for ages 5-25; creative participation for 25+ and strong links with Bath Spa University, amongst many other projects.

Plans are underway to open a new community-oriented venue, provisionally titled **Venue 4**, within the existing Theatre Royal Bath footprint.

Theatre Royal Bath Productions is the theatre's producing arm and has become one of the country's most prolific producers and co-producers with productions touring nationally and regularly transferring to the West End and overseas.

**Job Title:**

Egg Venue Manager

Department:

Egg Productions & Engagement

Reporting to:

The Egg General Manager & Executive Producer

Responsible for:

Reception Staff, Front of House Staff, Workshop Assistants, Volunteers & Placement Students

Location:

Theatre Royal Bath – The Egg

Term:

Full Time

Hours:

40 hours per week (5 days), 8.30am-5.30pm. May include some weekends and evenings.

Salary & benefits:

£30,000 per annum

Complimentary tickets for most productions at each of the three auditoria (the Main House, Ustinov Studio, The Egg)

4 weeks holiday per annum rising to 5 weeks per annum after the first year

Objectives:

- To support the Egg General Manager & Executive Producer in the effective daily administration and smooth running of The Egg.
- To ensure The Egg is a safe, welcoming and well-managed space for audiences, participants, artists and staff.
- To uphold the highest standards of customer care, access and inclusion across all activity within the building.

Key Tasks and Responsibilities include *but are not limited to:***Venue & Department Operations**

- Support the Egg General Manager and Executive Producer in overseeing day-to-day venue operations, including staff rotas, handovers, inductions and ongoing support for reception, front-of-house and workshop teams.
- Open, close and secure the building in line with Theatre Royal Bath procedures, including monitoring CCTV and fire and intruder systems.
- Maintain accurate departmental records, including registers, safeguarding documentation and evidence databases.
- Ensure all public, FOH and workshop spaces meet health, safety and licensing standards and remain clean, organised and welcoming.
- Liaise proactively with the Maintenance Department to ensure repairs and issues are addressed promptly.

- Support the coordination of staff training including First Aid, Mental Health Awareness, safeguarding, access, disability and unconscious bias training.
- Maintain up-to-date knowledge of safeguarding practice and ensure all Egg policies — including Child & Vulnerable Adult Protection, Access & Inclusion, Family Friendly and Customer Care — are upheld across all activity.

Participation & Engagement

- Act as the first point of contact for participants and their families or carers.
- Assist with the co-ordination of registration processes, membership systems, bursary applications, schedules and participant communications.

Visiting Companies & Performances

- Act as Duty Manager for performances (or schedule an appropriate deputy), ensuring smooth FOH operations, safety, licensing compliance and excellent audience experience.
- Gather and record audience feedback and evaluation, sharing insights with relevant departments across Theatre Royal Bath.
- Act as first point of contact for Emergency Services in the event of an incident, following established Theatre Royal Bath protocols.

Sales, Marketing, Public Engagement & Access

- Support ticket sales for performances, courses and workshops through front-of-house culture and excellent customer engagement.
- Assist with event set-up on the theatre's ticketing system (Spectrix) where required.
- Support the running of the Egg Tuck Shop.
- Ensure the café and ground floor of The Egg are accessible, welcoming and reflective of the values of an arts organisation.
- Answer and direct phone calls, operating the Egg switchboard, radios and tannoy systems.
- Provide customer service on reception including ticket sales, financial transactions and general enquiries.

General Administration

- Support daily room bookings and diary coordination for The Egg.
- Supervise work experience students and placement students where appropriate.
- Adhere to all financial and operational procedures set out by the Theatre Royal Bath Finance Department.
- Attend monthly department meetings



Venue Manager – The Egg Person Specification

In completing your application, please refer to the Person Specification outlined below.

We are looking for someone who is calm under pressure, quick thinking and adaptable in a fast-moving environment, and who brings warmth, clarity and personality to their work. The Egg is a lively, joyful and often unpredictable place; this role requires someone who can provide steady leadership while embracing the energy and creativity of the building. We do not expect you to possess all the criteria; however, those in bold are considered essential.

Experience

- **Experience managing or supervising staff in a busy venue, public-facing space or multi-use building.**
- **Experience supporting senior managers and taking responsibility for daily operational delivery.**
- Experience working in an arts, children's venue or education setting.
- Experience managing events or performances.

Knowledge

- **Safeguarding practice relating to children, young people and vulnerable adults.**
- Health & safety procedures in public-facing environment.
- Access, inclusion and disability awareness in arts or community settings.

Skills

- **Strong organisational skills with the ability to manage competing priorities calmly.**
- **Clear and confident communication skills with adults, children and young people.**
- **Excellent customer service skills, including managing challenging situations with empathy.**
- **Competent IT skills, including Microsoft Office and ticketing (e.g. Spektrix).**
- Ability to respond effectively to incidents or emergencies using established protocols.

Personal Qualities

- **Calm, personable and adaptable.**
- **Warm, welcoming and approachable.**
- **Confident working independently as well as collaboratively.**
- **Resourceful, practical and solution-focused.**
- Comfortable working in a lively environment with children, noise, ideas and the unexpected.

Venue Manager – The Egg Application Procedure

Deadline for Applications: 9am, Monday 2nd February 2026

First Stage Interviews: Wednesday 18th February 2026

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.

Application Procedure

Please submit an up-to-date CV (2 pages max, PDF format) and respond to the three questions below.

Please use no more than 400 words per question.

1. This is an opportunity for someone to stamp their personality on the day-to-day running of a venue and a team of casual workers. What will that look like if it's you?
2. What is your experience and understanding of 'audience development'?
3. We value honesty. Upon reading the person specification, which of our expectations gives you the most amount of doubt about your capacity to do this job?

Please email your CV and answers to your questions to: recruitment@theatreroyal.org.uk quoting your name and ***The Egg Venue Manager – Job Application*** in the subject line. We may ask you about your CV or your application in your interview. Please be prepared to speak about those documents and related experience.