



Kiln Theatre

FRONT OF HOUSE AND OPERATIONS MANAGER

Application Pack

"A marvellous community reality...alive with challenge and promise." James Baldwin

Kiln Theatre is the creative and cultural hub of Kilburn in Brent, a uniquely diverse area of London where over 140 languages are spoken.

We are a place of creative transformation and artistic ambition – an empowering space where community connection sits at the centre of everything we do. From the heart of Kilburn, we stage an internationally acclaimed programme of UK premieres and dynamic revivals - real human stories that entertain, fire the imagination and reflect the world around us.

As Tricycle and now Kiln, we are proud of our history and passionate about our future. We nurture talent and develop pathways whilst celebrating diversity and removing barriers – driving world-class theatre and opening up opportunities for who gets to make it.

"Kiln Theatre has revitalised the cultural life of Brent and brings world-class theatre at an affordable price to people from all walks of life." **Zadie Smith**

Under Artistic Director/CEO **Amit Sharma**, Kiln Theatre continues its reputation of producing world-class work that reflects the richness of its local communities and the wider world.

Kiln Theatre has a 292 seat theatre alongside a 291 seat cinema auditorium, a bar and restaurant plus two rehearsal spaces which are used for our productions, workshops and Creative Engagement projects.

We believe that theatre can be for anyone. A neighbourhood venue shaping national conversation.



The Purists designed by Tom Piper, *Two Strangers (Carry a Cake Across New York)* designed by Soutra Gilmour, *Retrograde* designed by Frankie Bradshaw and *The Lonely Londoners* designed by Laura Ann Price.

"I wanted to say thank you for creating the most diverse theatre I have been to. In terms of race, culture, class, age, everything – not only in the selection of shows and actors, but in the audience."

Audience member

OUR VISION

To ignite artistic imagination through diverse storytelling that reflects the richness of our world. Kiln is a space where we celebrate our shared humanity, build a powerful sense of belonging and demonstrate that theatre can be for anyone.

OUR MISSION

From the heart of Kilburn, we tell real human stories shaped by exceptional artists – harnessing the power of creativity to remove barriers, celebrate individuality and bring people together.

OUR VALUES

Kiln is **Representative**. *We represent diverse voices on and off our stage - including different perspectives and experiences in our decision making.*

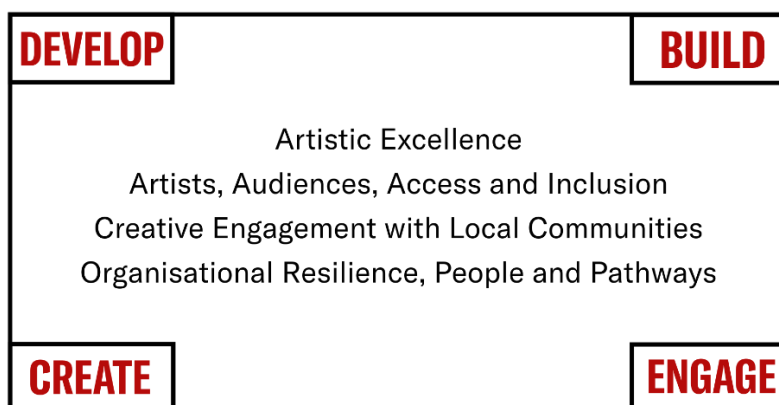
Kiln is **Open-hearted**. *We create together and build trust by being kind, empathetic and welcoming - acting with warmth and integrity.*

Kiln is **Enterprising**. *We think creatively and act resourcefully to generate opportunities to support and grow our artistic ambitions.*

Kiln is **Courageous**. *We are daring, willing to take creative risks and push boundaries to make meaningful and relevant work.*

Our values shape the way we work. They are key to unlocking our ability to ensure our work is accessible and relevant, that we make brave, bold choices, and that we maintain our integrity and empathy. They underpin the way we build and maintain our relationships with the artists, communities and audiences we make work with and for.

OUR PRIORITIES



KILN THEATRE

Kiln Theatre presents around six productions per year, many of these are commissioned and written specifically for this theatre or are programmed in collaboration with national or international companies.

Recent productions include Amit Sharma's critically acclaimed 5-star production of *Retrograde* by Ryan Calais Cameron, which transferred to London's West End, the Pulitzer Prize award-winning *English* by Sanaz Toossi (in association with the Royal Shakespeare Company), *Peanut Butter and Blueberries* (UK Theatre Award nominated for Best New Play) by Suhaiymah Manzoor Khan, *Two Strangers (Carry a Cake Across New York)*, which transferred to the West End and then to the American Repertory Theater in Boston after a record breaking run at Kiln, Roy Williams' critically acclaimed adaptation of *The Lonely Londoners* (now one of Kiln's top selling shows of all time), and the sell-out revival of *The Ministry of Lesbian Affairs* by Iman Quereshi.

CREATIVE ENGAGEMENT AT KILN

Our award-winning Creative Engagement programme aims to champion the imagination, aspiration and potential of the Brent community young and old. We invest in creating meaningful relationships with young people to inspire and encourage their creativity, their confidence and self-esteem. We work with older people to create a thriving community around our theatre.

KILN CINEMA & EVENTS

Our 291-seat cinema shows the best art-house and mainstream films alongside festivals and special Q&A screenings. In our cinema auditorium we also host a year-round programme of talks, Q&A's, book launches and special events with some of the country's top artists, entrepreneurs, academics and writers.

FUNDING

Our annual turnover is approximately £4 million. Kiln Theatre receives funding from Arts Council England as a National Portfolio Organisation. Additional income comes from box office ticket sales and other commercial revenue streams, with a final sum generated through fundraising.

THE ROLE

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|--------------------|-----------------------------------------------------|
| Title: | Front of House and Operations Manager |
| Location: | Kiln Theatre, 269 Kilburn High Road, London NW6 7JR |
| Reports to: | Head of Operations and Front of House |
| Contract: | Full time, permanent |

Purpose and description of role

The Front of House and Operations Manager is responsible for the operation of our front of house provision across the organisation as well as supporting with the delivery of events and hires and wider commercial income targets.

When the building is open to the public, their team will be responsible for delivering a warm and inclusive welcome, consistently providing excellent customer service that reflects Kiln's commitment to hospitality and inclusivity. Furthermore, they are responsible for the safety and wellbeing of all our audiences, visitors, and staff whilst onsite at Kiln.

Key responsibilities

Front of House & Customer Experience:

- Oversee day-to-day front of house operations, including team rotas, customer service standards, and duty management. Lead on training and development to ensure that all customer-facing teams reflect Kiln's values of hospitality, inclusion and professionalism.
- Manage the casual Duty Managers, and all Front of House Assistants, ensuring the supervision and pastoral care of the entire Front of House team. Compile and manage the preparation of weekly timesheets for Finance.
- Carry out regular Duty Management duties (as per rota) including liaising with colleagues in advance and on the day to ensure events, theatre, and cinema programme run efficiently and on time.
- Maintain high standards across FOH areas and work closely with the Technical Facilities Manager and Cleaning teams to resolve building issues and ensure the venue remains safe, clean and welcoming.
- Act as a deputy for the Head of Operations & FOH when needed and support the Catering Manager in bar operations.
- Line manage the internal Security Officer and oversee the relationship with our external security provider, ensuring the building remains safe, secure and accessible to all visitors.

Events and Hires

- Support the Senior Events Sales Manager to maximise the use of our spaces through commercial hires to meet annual income targets.
- Support Kiln with the end-to-end management, co-ordination, planning, development and delivery of commercial hires.
- Be responsible for the delivery of important events in Kiln's calendar such as press nights, fundraising events and Creative Engagement projects/events.

Access, Safety & Compliance

- Champion accessibility across customer experience and communications. Ensure FOH teams are trained and ready for access performances and other inclusion-focused activity.
- Uphold licensing and health & safety compliance, including producing risk assessments, managing fire procedures and emergency response. Maintain FOH policies and procedures and contribute to Kiln's Health & Safety Committee.
- Undertake weekly test of the fire alarm system and maintain Fire Folder log, and with the Head of Operations & Front of House coordinate at least two emergency evacuation drills annually.
- Be an emergency contact for the intruder and fire alarm monitoring and respond as a designated key holder.

General:

- Promote, uphold and contribute to delivering the mission and values of Kiln Theatre
- Be an active and supportive member of the Kiln Theatre staff team
- Comply with all statutory requirements, including GDPR, the Equality Act 2010, Health & Safety regulations, and Kiln Theatre's Safeguarding and Environmental Policies.
- Attend Kiln events, where possible, such as the first day of rehearsals, performances, Creative Engagement activities, and relevant internal and external meetings.
- Communicate clearly and constructively with other departments and contribute to the effective scheduling of Kiln Theatre's activities.
- Undertake other duties as reasonably required by the Head of Operations & Front of House.

About You (Person Specification)

You should have (essential):

- Experience of managing a team in a theatre setting, including recruitment, training, and day-to-day supervision.
- Strong organisational skills, with the ability to manage rotas, multiple priorities, and tight deadlines.
- Excellent interpersonal and communication skills, with a customer-focused mindset and confidence dealing with a wide range of people.
- Experience coordinating events or hires, including liaising with clients and internal teams.
- A practical understanding of health & safety and licensing compliance in a public-facing venue.
- A commitment to and understanding of the vision and mission of Kiln Theatre
- A genuine commitment to inclusion and equality of opportunity

Bonus if you have:

- Knowledge of access and inclusion best practice, particularly for audience experience.
- Experience supporting catering, bar or café operations.
- IOSH Managing Safely Training
- First Aid at Work Training
- An interest in, or hands-on experience with, technical operations for live events (e.g. sound, lighting, AV, or multimedia production).

This job description is a guide to the nature of the work required of the Front of House and Operations Manager and does not form part of the contract of employment.

Terms and Conditions

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| Contract: | Full time, permanent (5 days per week) across Monday-Saturday. Evening and weekend work will be essential. |
| Start date: | Autumn 2025 (dependent on successful candidate's availability) |
| Salary: | £34,000 per annum paid PAYE via payroll |
| Holiday entitlement: | 22 days plus bank holidays pro-rata increasing to 25 days pro rata after two years' continuous employment |
| Probationary period: | 3 months, followed by review |
| Pension: | Kiln Theatre operates an auto-enrolment pension scheme for all employees. Kiln's contribution is capped at 4% of basic salary although employees may contribute more |
| Other benefits: | Employee Assistance Programme. Cycle to work and Season ticket loan schemes. Complimentary tickets for preview performances, subject to availability, £2.50 tickets to Kiln Cinema and 20% staff discount in Kiln Bar |

Equal Opportunities

Kiln Theatre is an Equal Opportunities employer, and we strive to create an inclusive environment that reflects and celebrates local communities. We welcome applications from people of all backgrounds and experiences. We particularly encourage applications from Deaf, hard of hearing, disabled, LGBTQIA+, Black, Asian, and other global majority background candidates. We are members of the Disability Confident Scheme and guarantee to interview all disabled candidates who would like to be considered under this scheme and who meet the criteria in the "You should have" section of the person specification. We will support and provide access requirements if you identify as disabled. This includes during the application process, at interview stage and beyond. Please contact us via email at recruitment@kilntheatre.com.

Environmental Sustainability

We aim to be an environmentally responsible organisation and ask that our team works to support this goal. In doing so we are seeking to promote efficient and sustainable practices which reduce our carbon footprint. This is outlined in our Environmental Sustainability Policy

and tracked in our annual action plan.

HOW TO APPLY

Application forms can be downloaded at <https://kilntheatre.com/our-story/jobs/>

Once the **Application Form** and [Equal Opportunities Monitoring Form](#) are completed please return, by the closing date, to:

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|----------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Email: | Recruitment@KilnTheatre.com using the heading 'Front of House and Operations Manager' |
| By Post: | Recruitment, Kiln Theatre, 269 Kilburn High Road, London NW6 7JR |
| Closing Date: | 3 rd September 2025, 9am |
| Interviews: | Round 1: 11 th September 2025, Round 2: 16 th September 2025. |

WHAT HAPPENS NEXT?

We will invite some applicants for an interview. Please be aware that unfortunately we are unable to provide application feedback at this stage of the process.

Standard class travel expenses will be reimbursed for candidates travelling to an interview from outside London, up to a maximum of £50. These should be agreed in advance. Please bring receipts for travel expenditure.