

PHOENIX THEATRE BLYTH

Theatre Operations Manager

JOB DESCRIPTION & PERSON SPECIFICATION

Salary	£26,000 – £28,000 per annum, dependent on experience, plus pension
Hours	37 hours per week
Annual Leave	20 days annual leave plus Bank Holidays
Location	Phoenix Theatre, Blyth, Northumberland
Interviews	Week commencing 12 October 2026

A key operational role supporting the safe, efficient and welcoming delivery of theatre activity.

1. Role Overview

The Phoenix Theatre Blyth is seeking an enthusiastic, highly organised and practical Theatre Operations Manager to join the team and play a key role in the day-to-day operation of the theatre.

The postholder will help ensure that the theatre operates safely, efficiently and professionally, supporting the delivery of the theatre programme, front of house and bar operations, productions and the wider visitor experience.

This is a hands-on role requiring excellent organisation, communication and problem-solving skills, together with the ability to work effectively with colleagues, visiting companies, performers, contractors, volunteers and audiences.

2. Key Areas of Responsibility

Theatre Programme & Operations

- Manage and coordinate the theatre programme and associated operational requirements.
- Liaise with visiting companies, promoters, artists and other partners to ensure events are properly planned and delivered.
- Coordinate operational arrangements for performances, hires and other theatre activity.
- Maintain accurate operational information, schedules and documentation.
- Support the smooth running of the building on performance and non-performance days.

Front of House & Bar

- Manage and coordinate front of house operations to provide a safe, welcoming and professional experience for audiences.
- Oversee bar operations, staffing and service standards.
- Coordinate front of house teams and ensure appropriate staffing arrangements are in place.
- Ensure customer service standards are maintained and issues are dealt with promptly and professionally.
- Support the effective operation of the theatre during performances and events.

Productions & Pantomime

- Manage operational arrangements for productions, including the annual pantomime.
- Coordinate production requirements with internal staff, creative teams, performers and visiting personnel.
- Ensure production activity is properly planned, scheduled and communicated.
- Support the successful delivery of performances from preparation through to completion.
- Identify operational risks and take appropriate action to ensure performances can proceed safely and effectively.

Building, Safety & Compliance

- Help ensure the theatre building is safe, secure, clean and fit for purpose.
- Support compliance with relevant health and safety, licensing, fire safety and operational requirements.
- Report defects, maintenance issues and operational concerns and follow these through to resolution.
- Work with contractors and service providers where required.
- Maintain appropriate records, procedures and operational documentation.

People & Team Working

- Provide clear direction and support to front of house, bar and other operational staff.
- Assist with staff rotas, deployment and operational planning.
- Promote a positive, professional and inclusive working environment.
- Work collaboratively with the wider Phoenix Theatre team and contribute to organisational priorities.

Customer & Community Focus

- Promote a welcoming and inclusive environment for audiences, hirers, performers and community users.
- Respond professionally to customer queries, complaints and operational issues.
- Support the theatre's role as an accessible and valued community venue.

3. Person Specification

Essential

- Strong organisational and administrative skills, with the ability to manage competing priorities.
- Experience of working in a theatre, arts, entertainment, hospitality, events or comparable operational environment.
- Experience of coordinating staff and operational activity.
- Excellent communication and interpersonal skills.
- Ability to work calmly and effectively under pressure.
- A practical, proactive approach to problem solving.
- Good IT and administrative skills.
- Commitment to high standards of customer service, safety and professionalism.
- Willingness to work evenings, weekends and other hours appropriate to theatre operations.

Desirable

- Experience of theatre front of house and/or bar operations.
- Experience of production or event management.
- Experience of working with visiting companies, artists or promoters.
- Knowledge of theatre licensing, health and safety or building operations.
- Experience of working with volunteers or community groups.

4. Skills & Personal Qualities

- Highly organised, reliable and conscientious.
- Professional, approachable and confident when dealing with a wide range of people.
- Able to use initiative and make sound operational decisions.
- Flexible and adaptable, with a willingness to support colleagues when required.
- Positive attitude towards audiences, performers, colleagues and community users.
- Strong attention to detail and commitment to getting things right.
- Able to balance operational priorities with the need to deliver an excellent customer experience.

5. Terms & Conditions

Job Title	Theatre Operations Manager
Salary	£26,000 – £28,000 per annum, dependent on experience, plus pension
Hours	37 hours per week
Annual Leave	20 days annual leave plus Bank Holidays
Location	Phoenix Theatre, Blyth, Northumberland
Working Pattern	The role requires flexibility to work evenings, weekends and performance periods as required by the theatre programme.

6. Application & Recruitment

The Phoenix Theatre is looking for someone who can combine strong operational management with a genuine commitment to the theatre, its audiences and its role within the community.

Applicants should demonstrate how their experience, skills and approach meet the requirements of the role. Applications will be assessed against the job description and person specification.

Interviews are scheduled for the week commencing 12 October 2026.

7. Equal Opportunities

Phoenix Theatre Blyth is committed to providing equality of opportunity and to creating an inclusive environment for colleagues, audiences, performers, volunteers and community partners.