

# Front of House Duty Manager

## Zero Hour Contract

**Start Date:** ASAP

### The BRIT School

An exciting opportunity has arisen to join the school's Front of House Team. We are seeking to appoint a highly motivated and enthusiastic professional to support our busy schedule of shows and events.



We are recruiting a team of dedicated reliable Duty Managers to work across our events for full coverage during the evenings, some matinees and some weekends.

This role offers flexibility and we look forward to working with a pool of reliable dedicated and friendly team members. Full paid Training will be given.

The BRIT School is a unique institution offering specialist education in the arts and related technologies, alongside the full range of academic subjects. It is sponsored by the British Record Industry and has a unique relationship with the creative industries.

The BRIT School runs a 5 Term academic year with some school holidays falling at different times to the usual Local Authority school breaks. Please see our website for further details of our term dates.

The BRIT School is committed to Equality, Diversity and Inclusion.

# Applicant Information Pack

## Closing date

9am, 3rd October 2025

## Interview date

14th October 2025

## Contents

- Message from the Principal
- Job Description
- Key Responsibility
- Person Specification
- Terms & Conditions
- Staff Benefits
- About Us
- Find Us
- How to Apply

## A Message from the Principal



Creativity is crucial to the future of our economy and society. For 30 years, The BRIT School has successfully nurtured creative skills in students from every type of background alongside a robust and full academic curriculum. And it does so for free.

Young people who choose to come here are given the tools to carve out their career, the space to think and the environment to be themselves. This is a playground with professional boundaries where the raw talent of 14–19 year olds meets the nurturing expertise of world-class teachers.

The BRIT School revolutionises the lives of its students; 99% of all students who have graduated find work in a huge range of creative industries, or enrol for higher education or training. We are proud to be a Croydon school and equally proud to have national and international friends who support the school with professional and unique opportunities. As the Good School Guide articulates, “You’ll find BRIT graduates’ words, music, performance, directorial and backstage talents just about everywhere you look, from fashion shows to musicals, national theatre to community arts, in the UK and internationally.” This is a hardworking, fun, passionate school packed with dedicated individuals who love the creative and performing arts and recognise the importance of a thorough and robust education in all subjects. We believe in developing well rounded, articulate, kind and dynamic young people.

A handwritten signature in blue ink that reads "Stuart Worden". The signature is written in a cursive, flowing style. Below the signature is a faint, light blue circular stamp that contains the text "The BRIT School" and "Croydon" around a central emblem.

**Stuart Worden**  
**Principal**

# Job Description

Job Title	<b>Front of House Duty Manager - Zero Hour Contract</b>
Department	Communications
Pay	£20.17 per hour (including Holiday pay)
Hours of Work	Ad-hoc
Contract Type	Zero Hour Contract
Responsible to	Senior Duty Managers
Responsible for	N/A
Job Overview	To undertake front of house duties during performances, events and exhibitions and covering the reception desk as required

## Key Responsibilities

- Delivering a first-class audience and visitor experience at The BRIT School. The role will largely be practical, requiring you to manage the front of house and reception operation.
- Manage all front of house aspects at performances and events to ensure the safe and smooth running of the School's licenced venues.
- Managing and briefing a team of student stewards.
- To act as Duty Manager when the public are on site, taking ultimate responsibility for the safety of the public and coordinating any potential evacuations.
- Keeping all storage, service areas and front of house areas clean and tidy at all times.
- Identify and report on all arising repair and maintenance issues.
- Ensure that all organisation and statutory guidance for fire, security, Health and Safety and emergency policies and procedures are complied with.
- Act as Fire Marshall (training will be provided)
- Deal with audience feedback in an understanding and professional manner, and within reason, aim to resolve any issues arising quickly and effectively.
- Collaborate and maintain clear lines of communication with the Technical Department and Site Team team throughout public performance times.

## Person Specification

Applicants should demonstrate in their supporting statement how their qualifications, experience, skills and training for each of the criteria below.

Criteria	Description
<b>Experience</b>	<p>Proven ability to work effectively in a role that deals with the general public.</p> <p>Experience in a Front of House role is desirable but not essential.</p>
<b>Knowledge, Skills and Qualities</b>	<p>Excellent communication skills at all levels</p> <p>Understanding of and confidence in managing a 300 + seat venue</p> <p>Ability to multitask and work under pressure</p> <p>Excellent proven customer service skills</p>
<b>Personal Qualities</b>	<p>A friendly personality and the ability to interact positively with the public</p> <p>Flexible approach to working hours</p> <p>A commitment to the Schools mission, ethos and equal opportunities policy, together with high standards of education, care and behaviour.</p> <p>Ability to exercise initiative, take personal responsibility and resolve issues independently.</p> <p>A positive, solution focused attitude to work.</p>

## Terms and Conditions

Availability	ASAP
Contract Type	Zero Hour
Hours of Work	Ad hoc Daytime, Evening and Weekend
Salary	<p>£20.17 per hour (including Holiday pay)</p> <p>Payday is the 26th of each month or the last working day before this should the 26th fall on a weekend or bank holiday.</p>
Work permit	All applicants must be permitted to work in the UK and hold a relevant work permit where necessary. This is not a role in which The BRIT School sponsors a visa application.
DBS Check	The appointment will be subject to satisfactory DBS clearance at the Enhanced level (child workforce).
Probation	The post has a six months' probationary period.
Notice Period	This appointment may be terminated by the staff member giving the Principal notice or the Principal giving the staff member notice of 4 weeks.
Pension	Membership of the Local Authority Pension Scheme is an important employee benefit providing future income for your retirement.

## Staff Benefits

Annual Season Ticket/ Travelcard Loan	The school offers an annual loan for those staff who wish to make use of the reduced annual prices.
Events	All staff receive complimentary tickets to school shows of their choice, on a first come first serve basis.
Eye Tests & Glasses	For staff who use computer screens regularly in their role, the school will pay for their eye test and also up to £150 for new glasses if required for the purposes of seeing the computer screen.
Cycle Scheme	The School is a member of cyclescheme <a href="http://www.cyclescheme.co.uk">www.cyclescheme.co.uk</a>
Pension	Support Staff are automatically enrolled in the Croydon Council Pension Scheme.
Counselling Service	The BRIT School offers a free in-house counselling service.
Local Discounts	Staff are entitled to a discount at the Croydon Better Leisure Centres. These are located in South Norwood, Thornton Heath, Purley, New Addington and Waddon.
School Facilities	<b>Library</b> – The School has a very well stocked library with not only books, but magazine, journals, music and DVD's which staff are very welcome to utilise.
Employee Assistance Programme	Free and confidential counselling and advice services

# About Us

The BRIT School is the UK's first and leading free performing and creative arts school for 1,450 young people aged 14 to 19. The School – an exempt charity based in Croydon – provides a unique education in the fields of music, film, digital design, community arts, visual arts and design, production and performing arts as well as a full academic programme of GCSEs and A Levels.

It invests in the future of the UK's cultural wealth by nurturing young artistic talent from all backgrounds and teaching the skills needed by the rapidly growing creative industries.

BRIT stands for the British Record Industry Trust and funding from the BRIT Awards and BRIT Trust is invested in the professional facilities and equipment at the School.

The School opened in 1991 and over 14,000 students have been educated at The BRIT School including Adele, Amy Winehouse, Jessie J, Katie Melua, Leona Lewis, Tom Holland, RAYE, Olivia Dean, Loyle Carner, The Feeling, Rizzle Kicks, Cush Jumbo, Blake Harrison, The Kooks and Lola Young. In total, students from the School have been responsible for selling over 280+ million albums, 70+ billion streams of BRIT alumni songs between 2018-23 and winning 43 high profile awards including BRIT Awards, Grammys, BAFTAs, Oscars and Laurence Olivier Awards.

Year on year nearly 100% of students are in education, training or employment after graduating.

In November 2024 OFSTED rated the school 'Outstanding' in all five categories of measurement: Teaching and Learning, Behaviour and Attitudes, Personal Development, Leadership and Management and the Sixth Form provision.

**Our Mission** - To prepare young people for careers in the creative and performing arts.

**Our Values** - Original, Responsible, Ambitious, Inclusive, Kind

## Vision

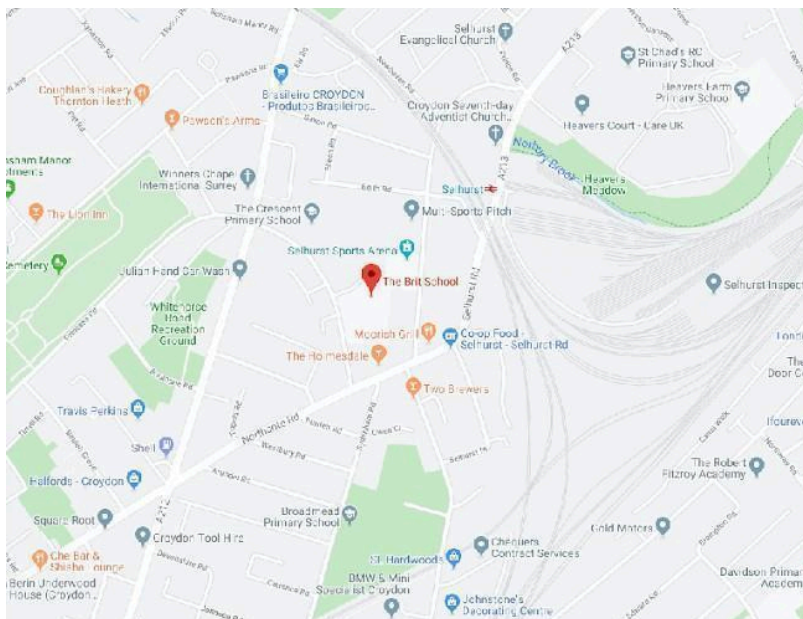
- To train and educate young people for future careers in Performance and Creative Arts industries.
- To provide a comprehensive and exceptional Key Stage 4, Post 16 general and vocational education that prepares students for life in the arts.
- To provide a unique educational approach that has creative teaching and learning in its bloodstream and has a pastoral approach that focuses on the individual reaching their full potential.
- To celebrate the diversity of the educational needs, background, race, religion and sexuality of all within its community.
- To be a role model for other schools and organisations in its community work.



## Location

The BRIT School is located in Selhurst, Croydon (Greater London).

60 The Crescent, Croydon CR0 2HN



## How to Apply

To apply, please request an application form [here](#).

CV's without an application form cannot be accepted.

## Closing date

**9am, 3rd October 2025**

## Interview date

**14th October 2025**

The interview will consist of 3 parts, a formal Interview, a role related task and a tour of the school.

Prior to taking up the post an enhanced DBS clearance will be required.

The BRIT School is an Equal Opportunities Employer and an educational non-profit making registered charity. Roll: 1450 14 – 19 year old students Britain's leading state-funded school for the performing arts.

The BRIT School is committed to Equality, Diversity and Inclusion.

For more information visit our website [www.brit.croydon.sch.uk](http://www.brit.croydon.sch.uk)

This job description sets out the duties at the time of drafting. The job description may be amended from time to time without incurring a change in the grading of the post.