



CANDIDATE INFORMATION PACK

Assistant House Manager (Fixed Term)

Closing Date: Noon 23 March 2026

**GRAND
OPERA
HOUSE**

Thank you for your interest in joining the team at Belfast's Grand Opera House.

We are a hardworking, close-knit team, made up of people with a real passion for live theatre, customer service, and our beautiful and historically rich venue which attracts over 300,000 theatregoers each year.

As Northern Ireland's Premier Theatre, we are proud to present an unrivalled programme of drama, musicals (many direct from the West End), opera, ballet, comedy, and one of the most successful pantomimes in the UK and Ireland which brings 76,000 people through the doors every Festive Season. The Theatre's Studio, with 125 seats, is an adaptable space which showcases the work of local writers, artistes and producers. Beyond the work on our stages, we deliver an award-winning Creative Learning Programme which, through our performance programme and colourful heritage and history, connects the Grand Opera House with communities, and schools and colleges throughout Northern Ireland through a range of exciting workshops and events.

The Theatre, which opened in December 1895, has recently benefited from a £12.2 million restoration and development project, the most extensive work undertaken since the Grand Opera House was rescued from demolition in the mid-1970s, restored and reopened in 1980. As well as returning the auditorium to its original and opulent splendour, the first-ever heritage exhibition celebrating 130 years of the Theatre's rich and colourful history, has also been installed as part of the restoration and development programme.

This is a hugely exciting time to be joining the Grand Opera House, and I wish you every success with your application.

Ian Wilson
Chief Executive



Working at the Grand Opera House

Whether you are a Technician or Assistant House Manager, Theatre Host or Box Office Assistant, working at the Grand Opera House is a unique experience.

This is partly because the Theatre's core product changes almost every week outside of the six-week pantomime season. The Grand Opera House's programme moves from West End musical to gripping drama to beautiful ballet in successive weeks which means working in a fast-paced, constantly changing, and richly diverse environment.

It's also because everyone who works at the iconic Grand Opera House is a custodian of one of the best-loved and most stunning buildings in Northern Ireland, which has a history as rich and fascinating as the design of its famous auditorium. Few people can say they work in a venue that has been graced by a galaxy of stars including entertainers like Charlie Chaplin, Laurel & Hardy and Morecambe and Wise; actors like Laurence Olivier, Sarah Bernhardt and Ian McKellen; opera singers such as Lesley Garrett, Nellie Melba and Luciano Pavarotti; ballet dancers including Darcey Bussell, Sylvie Guillem and Carlos Acosta; comedians like Rowan Atkinson, Steve Coogan and Victoria Wood; and film stars including Orson Welles, Roger Moore and Anthony Hopkins.

The Grand Opera House is one of the largest employers in Northern Ireland's arts sector, and roles at the Theatre cover many different disciplines; from technicians who work behind the scenes on stage and administrative staff who work in the Theatre's offices, to front-of-house hosts and tour guides, and our award-winning Creative Learning team. Whatever the job title, Grand Opera House staff share the common goal of creating unforgettable experiences for theatregoers and making memories that last a lifetime.

The Grand Opera House has charitable status and is governed by a Board of Trustees who work closely with the Chief Executive in overseeing the management and long-term strategies and objectives of the Theatre.

If you love theatre and are passionate about helping the Grand Opera House realise its ambitions, we'd love to hear from you!

Job Description

The Assistant House Manager works closely with the House Manager to ensure the effective management of the Theatre's front of house operation, ensuring the safety of customers and the delivery of an exemplary level of customer service.

The Assistant House Manager works operationally in the Theatre, duty managing performances and events, including evenings and weekends, and providing support and guidance to ensure that high customer service standards are maintained.

The Assistant House Manager is part of the Front of House Team and reports directly to the House Manager.

Key Responsibilities

Main Duties: Operational Management

- Assist with all aspects of the day-to-day management of the front of house and auditorium and line manage a team of approximately 30 staff
- Duty manage performances and events throughout all areas of the Theatre and ensure the efficient and effective operation of the Theatre's front of house services
- Lead by example and motivate staff to ensure they provide an exceptional level of customer service
- Be responsible for the security and safety of audiences, visiting company members and staff, and implement the Theatre's Health and Safety Policy and Procedures
- Ensure appropriate staffing levels are always provided
- Ensure that the front of house areas of the Theatre are always well presented
- Ensure the safety, security and maintenance of all Theatre property, equipment and stock
- Deputise for the House Manager as and when required

Customer Service Management

- Work closely with the Bars & Events Management Team to ensure all customers receive an exceptional level of customer service
- Be a visible and accessible point of contact for customers on arrival, during intervals and on departure, in order to foster good relations and to provide support, advice and assistance to customers when required
- Be a point of contact for customer complaints and ensure that all complaints are satisfactorily addressed or escalated
- Help to support and maintain the highest levels of customer service by preparing, coordinating and delivering customer service training and support for staff
- Ensure that all front of house staff are fully briefed on a daily and/or pre-show basis.

Finance and Stock Management

- Work with the House Manager to develop the annual departmental budget and monitor the department's financial performance on an ongoing basis
- Work closely with the marketing team to maximise the department's sales through effective marketing, promotion and competitive selling
- Complete the weekly payroll paperwork
- Ensure strict supervision and control of cash within the Theatre and ensure the end of day/shift paperwork and till reconciliations are accurately completed
- Implement company stock control procedures
- Ensure all end-of-month stock takes for front of house goods are completed promptly and accurately
- Analyse and report to the House Manager the weekly sales figures, identifying areas of concern and potential development opportunities
- Ensure accurate supervision and control of stock purchasing and delivery, ensuring records are accurately recorded on the Theatre's EPOS system
- Liaise with the EPOS provider and resolve any related IT issues
- Liaise with visiting companies to ascertain merchandise requirements and order, control and ensure accurate sales records are kept
- Ensure that the Theatre's financial policies and procedures are always strictly adhered to



Line Management and Human Resources

- Ensure that the Theatre's Human Resources policies and procedures are consistently applied across the department
- Promote and ensure equality of opportunity and treatment for all staff, and create a positive working environment
- Take an active role in recruitment and selection for the department
- Liaise with the Human Resources Manager to ensure that new employees have an effective induction to both the Theatre and the department
- Help to deliver in-house training when required and provide the necessary coaching, support and motivation for staff in order to develop their full potential
- Ensure the delivery of the performance management process for the department
- Ensure accurate Human Resources records are kept and maintained in line with the Theatre's Data Protection Policy and Procedures.

Health and Safety

- Be fully conversant with the health, safety, hygiene, fire and security procedures of the Theatre and ensure all staff are briefed and aware of their Health and Safety responsibilities
- Work with the House Manager to review and update the department's Health, Safety and Security procedures as required
- Ensure regular emergency evacuation drills are carried out, monitor their effectiveness, and take the necessary action to address any identified concerns
- Ensure that all incidents, accidents and near misses are recorded on the Theatre's Health and Safety Management System, investigated and submitted for analysis.
- Ensure safe and thorough lock-up and open-up of the building
- Ensure that all departmental risk assessments are reviewed, completed and communicated to staff on an annual basis
- Provide first aid support to colleagues and customers as and when required
- Ensure that all statutory and regulatory food safety guidelines and procedures are accurately maintained and records kept

This is not an exhaustive list and other duties will arise that the Assistant House Manager will be expected to deliver. All staff are required to be professional, co-operative and flexible in line with the needs of the post and the Theatre.

Person Specification

The Assistant House Manager will be a versatile, confident and experienced assistant manager. Work experience and responsibilities must be at a similar level to that required in this role. Candidates must be able to demonstrate excellent interpersonal skills and the ability to motivate and support a large team of staff. They will work closely with the House Manager to develop the Theatre's front of house service and maximise front of house sales opportunities. They will always act as an ambassador for the Grand Opera House.

Essential Qualifications

- A minimum of NVQ level 3 or third level qualification in a related discipline. Alternatively, an additional two years recent assistant management/ supervisory experience in a customer facing environment will be accepted in lieu of a related formal educational qualification.

Essential Experience

- A minimum of one years' recent assistant management or supervisory work experience in a customer facing environment. Recent experience must be in the last five years.
- At least 3 years' paid work experience in a customer facing environment within the hospitality sector, including experience of effectively resolving customer service complaints
- Proven experience of promoting and upselling products to maximise and exceed sales targets
- Experience of managing and motivating staff to achieve outstanding sales performance and an exceptional level of customer service
- Experience of line managing staff and experience of induction, training and performance management activities

Essential Skills, Knowledge and Abilities

- Excellent communication skills and the ability to build and maintain effective relationships with people both internally and externally
- Thorough knowledge and understanding of Health and Safety legislation and the required checks and procedures that need to be in place in a hospitality/theatre environment.
- Excellent planning and organisation skills and the ability to prioritise when required
- Ability to manage and motivate team members and work as part of a management team
- IT proficient with working knowledge of Microsoft 365 products, Office, Word and Excel and experience of using till based systems

Terms and Conditions

This vacancy is to cover a period of maternity leave and therefore the role will be offered on a fixed term contract for a period of nine months, working towards a start date in late April 2026.

The Assistant House Manager salary is £31,228 per annum. This is an all-inclusive salary and no overtime will be payable. This role is required 37.5hrs a week, across five shifts within a seven-day week including evenings, weekends and Bank Holidays.

Location: Grand Opera House, Great Victoria Street, Belfast. Occasional travel may be required.

Probationary Period: the first six months following appointment will be probationary.

The successful candidate will also receive:

- Annual leave allowance of 20 days with 11 statutory holidays (pro rata'd for 9 months)
- Access to a free and confidential Employee Support Programme
- Auto enrollment in pension scheme with employer contribution
- A comprehensive induction, training and wellbeing programme

The Grand Opera House Trust is an Equal Opportunities Employer and all applications for employment are considered strictly based on merit.



Disclosures

The Grand Opera House will seek confirmation that the successful applicant has the right to work in the UK. Any offer of employment will be made subject to verification of the right to work in the UK, receipt of satisfactory references and a satisfactory Access NI Disclosure. The Grand Opera House's policy on the Handling and Storing of Disclosure Information is available on request from recruitment@goh.co.uk.

Having a criminal record will not necessarily debar you from working for the Grand Opera House Trust. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained on a disclosure certificate or provided directly to us by the Police Service of Northern Ireland. The Grand Opera House's policy on the recruitment of ex-offenders is available on request from recruitment@goh.co.uk.

Applications Process and Timetable

Please complete the online application and monitoring form which is available on the Theatre's website before **noon on Monday 23 March 2026**. Incomplete application forms or application forms received after this date will not be accepted.

CVs will not be accepted directly or through referral by a recruitment agency.

The online application form is available at [Careers | Grand Opera House](#)

If you require any reasonable adjustments to support your application, please contact us at recruitment@goh.co.uk

It is expected that interviews for this role will be held on Friday 27 March 2026.

Online Application Form

It is important to note that once you start our online application form you will need to fully complete it. You will not be able to save the form and come back to it at a later stage. Therefore, we would encourage you to prepare your answers, in advance of starting to complete the online application.

The online form is split into six sections, personal details, education and training, employment, further information, declaration and monitoring.

So please make sure you have all your personal details at hand including your national insurance number, as well as details and dates of your educational qualifications and employment history before you start.

Within the Employment Section you will be able to ask to explain how your work experience is relevant to this vacancy. It is important to make sure you provide sufficient details about your work experience to enable us to assess whether your work experience to date meets the essential experience criteria for this role, see overleaf.

Essential Education & Experience

- A minimum of NVQ level 3 or third level qualification in a related discipline. Alternatively, an additional two years recent assistant management/ supervisory experience in a customer facing environment will be accepted in lieu of a related formal educational qualification.
- A minimum of one years' recent assistant management or supervisory experience in a customer facing environment. Recent experience must be in the last five years.
- At least 3 years' experience working in a customer facing environment within the hospitality sector

Within the further information section you will be asked to provide specific examples to demonstrate some of the key skills and experience required for this role. Failure to provide sufficient information or detail in this section may mean that we are unable to determine whether you meet the essential criteria and therefore your application will not be shortlisted.

For the Assistant House Manager role the questions in the further information section are as follows;

1. Please provide examples to demonstrate your ability to deliver an exemplary level of customer service and your experience of effectively resolving customer complaints. (Max characters: 2000)
2. Please provide examples to demonstrate your ability to promote and upsell products to maximise and exceed sales targets. (Max characters: 2000)
3. Please provide examples to demonstrate your experience of line managing and motivating staff, please include the types of HR activities you have been responsible for (Max characters: 2000)
4. Please provide examples to demonstrate the strength of your planning and organisation skills and your ability to prioritise tasks when required. (Max characters: 2000)

Good luck with your application and thank you for your interest in working at the Theatre.

