

Front of House Duty Manager/Casual Box Office Assistant

We're looking for a friendly, proactive **Front of House Duty Manager/ Casual Box Office Assistant** to join our team at Exeter Phoenix, working approximately **12–18 hours per week**.

This role is key to creating a welcoming, safe, and enjoyable experience for everyone who visits us.

Working hours

This is a flexible, casual role. You will be expected to work:

- Evenings (including some late finishes)
 - Weekends
 - Occasional weekday shifts to provide cover
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About the role

As part of our Front of House team, you will play an important role in the day-to-day running of the venue. Responsibilities include:

- Creating a warm welcome and ensuring the **comfort and well-being of all visitors**
 - Selling tickets using our **Spektrix ticketing system**, including proactively promoting and upselling events
 - Acting as **Duty Manager** during performances, screenings, gigs, and late-night events
 - Carrying out **opening and lock-up procedures** when required
 - Supporting the **safe operation of the building**, including completing daily checks and reporting incidents
 - Working closely with the Visitor Services Manager and Box Office Manager
 - Welcoming and assisting **artists, performers, and promoters**, helping to ensure their visit runs smoothly
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About you

We're looking for someone who is:

- Confident, approachable, and able to communicate with people from a wide range of backgrounds
- Committed to **excellent customer service**
- A strong team player who can stay calm and organised under pressure
- A good communicator with a proactive, can-do attitude

- Aware of **health and safety responsibilities** (or willing to learn)

You will also be willing to undertake training to become a **First Aider and Fire Warden**.

How to apply

If this sounds like you, we'd love to hear from you.

Please send your **CV and a short covering letter** to:
annaruth.peelcusson@exeterphoenix.org.uk

Deadline: Applications are reviewed on an ongoing basis, so early application is encouraged.

Rate of Pay: £13.60 per hour