

# Royal Northern College of Music

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## Candidate Pack

**Vacancy: Casual Front of House Duty Manager**

**Reference No: 2526-08**

**Closing Date: 12 Noon, Thursday 4 December 2025**

**Interview Date: Monday 15 December 2025**

**RNCM**  
ROYAL NORTHERN  
COLLEGE of MUSIC

# Job Description

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**Job title: Casual Front of House Duty Manager**

**Department: Operations**

**Responsible to: Venues Operations Manager**

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## **Overall Purpose of the Job**

The Royal Northern College of Music demands the highest standards of customer service from its staff, particularly its front-line personnel. The Duty Managers and Usher teams play a critical role in delivering exemplary service. Every team member is expected to make a positive contribution and show commitment to helping the College maintain its status as a renowned international music conservatoire in which to study, work, and visit.

Primarily responsible for supervising the casually employed Front of House Ushers, utilising positive leadership and management techniques, the post-holder will ensure the provision of a welcoming and helpful customer service to audience members and visitors. Working closely with the Venues Operations Manager and Deputy Venues Operations Manager, the post-holder will help manage the safe, smooth, and secure front of house operation of the College's performance venues.

## **Key Responsibilities, Accountabilities or Duties**

- To work with the Venues Operations Manager and Deputy Venues Operations Manager to oversee audience experience at the College, supervising and performance managing the Front of House Usher team.
- To provide the highest standards of customer care for all customers, staff, students, and external contractors or hiring teams, and arrange additional support or adjustments for customers with access requirements as necessary.
- To serve as a Tertiary member of the Emergency Response Team, possessing an excellent working knowledge of the fire and evacuation procedures.
- To carry out and record specified pre-event venue checks, to ensure the safety, accessibility, and cleanliness of the venue.
- To be the main point of contact between Front of House and Back of House staff, liaising with key operational staff before, during, and after events to ensure that all relevant requests are delivered safely and to the highest standard.
- To demonstrate an enthusiastic and professional work ethic, provide positive leadership, and assist in the delivery and maintenance of high-quality standards with regards to customer service and housekeeping in the public areas of College.
- To brief the Casual Front of House Usher team accurately and efficiently at the beginning of their shift.
- To deal tactfully and professionally with any customer queries or complaints that are escalated by the Casual Front of House Ushers, passing them on to the appropriate member of staff if necessary.
- To supervise the tidying of the venue following events, reporting spillages and damage to the relevant teams, and delivering lost property to Reception promptly.
- To observe all Health and Safety requirements and ensure that licensing requirements

within the venues are complied with.

- To ensure relevant administration is completed promptly and accurately e.g. Front of House reports, Casual Front of House Usher timesheets, incident and accident reports etc.
- To attend regular FoH Duty Management meetings and assist with the development and delivery of Casual Front of House Usher training sessions.
- To undertake other duties as required which reasonably fall within the scope of the role.

## Additional Information

### **Safeguarding**

The RNCM is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All staff are required to complete mandatory safeguarding training, and to report promptly any concerns relating to the safeguarding of children and / or adults at risk in accordance with agreed Child Protection Policy and Safeguarding procedures.

### **Health and Safety Responsibilities**

To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons and to comply with the policies and procedures relating to health and safety within the RNCM.

### **General**

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of the responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

# Person Specification

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                          | Essential (E) / Desirable (D) | Method of Assessment    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-------------------------|
| <b>Experience</b>                                                                                                                                                                                                                                                                                                                                                                                                 |                               |                         |
| Experience of providing exceptional customer service in a front-line role.                                                                                                                                                                                                                                                                                                                                        | E                             | Application             |
| Experience of working in a supervisory position in a relevant organisation e.g. in a concert hall, theatre, heritage site or visitor attraction.                                                                                                                                                                                                                                                                  | D                             |                         |
| Experience of maintaining accurate digital and paper-based records relating to relevant activities                                                                                                                                                                                                                                                                                                                | D                             |                         |
| <b>Skills</b>                                                                                                                                                                                                                                                                                                                                                                                                     |                               |                         |
| Ability to communicate effectively at all levels, both orally and in writing.                                                                                                                                                                                                                                                                                                                                     | E                             | Application / Interview |
| Self-motivated and able to manage, motivate, lead and work as part of a team, ensuring that work is undertaken in accordance with procedures, to an excellent standard.                                                                                                                                                                                                                                           | E                             |                         |
| Excellent timekeeping, attention to detail and problem-solving skills, with a practical 'can do' attitude and a diplomatic approach.                                                                                                                                                                                                                                                                              | E                             |                         |
| A consistently high standard of customer service and interpersonal skills, and a smart and professional appearance.                                                                                                                                                                                                                                                                                               | E                             |                         |
| Confident under pressure, able to prioritise competing demands effectively, and work on own initiative (within the scope of responsibility).                                                                                                                                                                                                                                                                      | E                             |                         |
| Understanding of health and safety in a customer service environment.                                                                                                                                                                                                                                                                                                                                             | E                             |                         |
| Intermediate skills in Microsoft Office                                                                                                                                                                                                                                                                                                                                                                           | E                             |                         |
| Working knowledge of legislation and guidance that applies to live music and entertainment events and venues.                                                                                                                                                                                                                                                                                                     | D                             |                         |
| <b>Qualifications</b>                                                                                                                                                                                                                                                                                                                                                                                             |                               |                         |
| No formal qualifications are necessary if the candidate can demonstrate the required experience, skills and commitment to providing exceptional customer service. However, the following training is desirable:<br><br>First Aid Qualification<br>Fire Safety Qualification<br>IOSH Managing Safely<br>SIA Level 2 Door Supervisor License<br>Spectator Safety Qualification<br>ACT Awareness or similar training | D                             | Application             |
| <b>Other requirements</b>                                                                                                                                                                                                                                                                                                                                                                                         |                               |                         |
| A commitment to supporting the RNCM in its equality, diversity and inclusion practices                                                                                                                                                                                                                                                                                                                            | E                             | Interview               |

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|-------------------------------------------------------------------------------------------------------------------------------|---|--|
| Shift times are varied depending on event programming, and as such applicants will be expected to work evenings and weekends. | E |  |
|-------------------------------------------------------------------------------------------------------------------------------|---|--|

| Summary of Terms and Conditions |                                                                                                                                                                                                        |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Salary</b>                   | £16.03 per hour (inclusive of accrued holiday pay)                                                                                                                                                     |
| <b>Hours of Work</b>            | This role is based on a casual contract where shift times and hours of work are dependent on the volume of programmed events. The successful candidate will be expected to work evenings and weekends. |

**Issued by:** Rebecca Mungovan, Venues Operations Manager

**Date of issue:** November 2025

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# About Us

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## The RNCM

Founded in 1973 through the merger of the Royal Manchester College of Music and Northern School of Music, the RNCM is continually recognised as one of the world's most progressive conservatoires.

Home to over 900 students from more than 60 countries, we're dedicated to providing an outstanding education that propels students into careers as inspiring and versatile musicians, fully-equipped for exciting futures both on and off stage.

Our Undergraduate School includes the Bachelor of Music with Honours and the ground-breaking Bachelor of Music with Honours in Popular Music - the UK's first four-year degree in this subject. Both programmes offer students the flexibility to create bespoke packages that fully support their career aspirations. They also complement degrees within our Graduate School, which provides a stimulating environment for advanced studies in performance (including conducting), composition, musicology, music psychology, and music education.

Additionally, we're home to Junior RNCM, our Saturday school for eight to 18-year-olds, and deliver an award-winning programme of free and subsidised projects for children and young people across the North West.

## What it's like to work here

Our vibrant and creative community of academic and professional services staff work together to ensure that the RNCM remains a destination of choice for talented young musicians worldwide.

Friendly, collaborative and supportive, we proudly promote an inclusive and equitable working culture, offering family-friendly policies and regular opportunities for personal and professional development.

As a small specialist organisation, the staff voice is very important to us and there are numerous opportunities for colleagues to get involved in RNCM life throughout the year via our active staff engagement programme. We also have a Wellbeing Hub for staff and students, and are a Disability Confident Employer. If you feel there are adjustments that could be made to support you if invited to attend an interview, or if you join us as an employee, please get in touch via [recruitment@rncm.ac.uk](mailto:recruitment@rncm.ac.uk).

