

JOB INFORMATION PACK

Part Time Front of House Duty Manager
(15 hours per week* Mon, Thurs evenings and alternate weekends)
Start date: Immediate



Images Clockwise from top left: Saturday Superstars for ages 0-16 © Drazen Priganicia, Dandyism by Patrick Ziza at LGBTQ+ Encounters © Point of View, Ageless Festival 2026 © David Lindsay, Festival staff © David Lindsay

*Annualised hours

Dear Applicant,

Do you have a passion for the arts and want to work in a busy performing arts venue? Can you provide exceptional customer service and accurate admin skills? Are you confident in duty managing a small friendly team in a fast-paced environment?

Yorkshire Dance are looking for a Duty Manager to oversee our Front of House team in our busy dance studios including managing box office and supporting with admin tasks.

This is a great opportunity to gain a rounded experience of admin and operations in a busy arts organisation, including (but not limited to):

- Overseeing reception including face-to-face and telephone customer service.
- Overseeing box office including selling tickets and supporting the front of house team to meet sales targets.
- Admin and data inputting using our CRM system.
- Facilities support including setting up and taking down spaces and event support.

Each year Yorkshire Dance supports 500 dance artists, hosts 2 dance festivals (audience of 3,500), runs 2 sub-regional dance networks and delivers 1,500 weekly community dance sessions (1,000 participants). Dance sessions take place in our studios, in community centres and care homes throughout Leeds and Bradford. You can find out more about our current programmes on our [website](#) and social media.

You will be based in our city-centre building which hosts our offices, studio spaces and regular performances, giving you a real insight and experience of working in a lively performance venue.

Yorkshire Dance offers a supportive work environment, in addition to a range of benefits which generally include:

- Training opportunities relevant to your role and the organisation (e.g. the full staff team have recently undertaken training in anti-racism, Dementia Awareness and Trans Awareness)
- Pension scheme
- Flexible working hours
- Maternity and sickness pay in line with our policies
- Tech scheme
- Cycle to work scheme
- Eye care
- Access to our Employee Assistance Care Programme, run by One Dance UK
- Discounted travel on public transport

If you would like to have an informal chat about the post, or have any queries, please contact me on 0113 243 9867 or admin@yorkshiredance.com.

Thank you for your interest, and I look forward to receiving your application.

Yours faithfully

Jo Hawkes
Executive Director
Yorkshire Dance

Mission

Yorkshire Dance works through dance to create happiness, health, connection and change. [Meet the team here.](#)

Our Values & How we work

We are creative
We are curious
We are inclusive
We are joyful
We care

We commit to fair pay and fair working practices for all staff and freelancers.

We commit to increasing our environmental sustainability and to use our platform to increase public awareness of the Climate Emergency.

How to apply

Please apply by sending across your completed application form explaining how your skills and experience meet the person spec. Email your application form to admin@yorkshiredance.com.

The closing date is: **9.00am on 28 September 2026**

Interviews will take place at Yorkshire Dance in Leeds City Centre (or online if required) on week commencing **5 October 2026**

If you require support in completing your application, or would like to receive or submit the application in an alternative format, please contact us via email on: admin@yorkshiredance.com and use the subject heading Front of House.

Yorkshire Dance Recruitment Statement

We recognise the positive values of diversity, promote equality and challenge discrimination. We welcome and encourage job applications from people of all backgrounds.

Our jobs are open to all and we particularly welcome applications from D/deaf, disabled and neuro-diverse people, people of African or Caribbean heritage and people of South, East and South East Asian heritage, as they are currently under-represented at Yorkshire Dance.

We commit to interviewing people who are under-represented at Yorkshire Dance who meet the essential criteria for the role.

We operate a transparent scoring system, applying a score against each response the candidate gives to the essential skills and experience required by this role. If you would like more information about the scoring system please contact us by emailing admin@yorkshiredance.com.

There is a tick box on the application form which asks: Do you wish to be considered for this role due to experiencing racism or a disability? []

Please tick this box if relevant to you. We will never ask for clarifying or supporting information at application stage. Information collected within the equal opportunities form is kept separately and anonymously and does not form part of the selection process.

Front of House - Job Profile

Main purpose of the job

The principle responsibility of the role is to provide senior cover during building opening hours. You will be fully trained in building procedures to handle difficult or emergency situations. Duty managers support the Front of House team, ensuring tasks during each shift are completed by the team and offering exceptional customer service in person, online and over the phone.

There is also a strong administrative element to the role, supporting the marketing department with salesforce use, data reporting and box office.

The role will work primarily during evenings and weekends when they will be responsible for the health & safety of building users, act as first aider and fire marshal and manage other Front of House team members.

Position in the organisation:

The post holders will report to the Operations Manager and will be part of the Duty Management Team (two Duty Managers).

Duty Managers work an average of 15 hours per week on a rota system and regularly cover hours in the following shifts during school term times:

Monday to Thursday 16:30 – 22:00

Saturday/Sunday 08:15 – 17:00

Duties and key responsibilities

Reception

- Be the first point of contact and ensure a warm welcome to all visitors to the building, maintaining high standards of customer care and ensuring only legitimate visitors are allowed access.
- Deal with general enquiries on the telephone and at reception, taking messages and accepting parcels for staff, dance tutors, visiting artists, tenants and participants as required.
- While on shift, manage other FOH members, supporting their development and ensuring tasks are completed and help to find cover for shifts the following day, where required.
- Be a key-holder ensuring the building is locked securely at the end of every day and that the site is safe and ready for unlocking at the start of each day.

Box Office

- Sell tickets for classes, performances and festivals using our CRM system, Salesforce. (Full training will be provided) and run daily reports of takings.
- Generate income through promotion of Yorkshire Dance events and services and active selling of tickets and merchandise.
- Take box office enquiries over the phone, face to face and online.
- Support the Front of House team to meet box office targets (set around festivals) by selling and upselling events and train Front of House team on Salesforce as required.
- Run daily reports of takings and ticket sales via Salesforce.
- Cash handling and reconciliation for daily takings of reception desk.

Administration

- Support the marketing and development team with administrative and marketing tasks, including evaluation of events and projects using data from Salesforce.

Facilities Support

Ensure the security and safety of all building users. This includes overseeing Front of House team and their duties while on shift, which include:

- Signing in procedures, completing basic maintenance tasks or reporting maintenance issues and contacting contractors on emergency numbers when required.
- Assist with the preparation of hired spaces including setting up and clearing away furniture and equipment in studios and meeting rooms, ensuring presentation is to a good standard and any issues are reported.
- Serve refreshments as necessary, including setting up and clearing away catering for internal and external hires.
- Checking facilities within the building to ensure all public areas are clean, tidy and free from obstruction.
- Manage and report on any building incidents or accidents, including fire and security.
- Support Yorkshire Dance regular and ad-hoc events as required, including managing welcome desks and supporting workshops/talks/exhibitions.
- Act as an usher and/or manage the bar during performance events and festivals.

General duties applicable to all Yorkshire Dance contracted staff

The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. All Yorkshire Dance staff are expected to:

- Undertake all activities in compliance with Yorkshire Dance's policies and procedures with particular reference to equality and health and safety.
- Promote the activities, products and values of Yorkshire Dance.
- To participate in the staff review and development scheme, and undertake continued professional development activities as identified.
- To be a key holder and to lock and unlock the building on departure and arrival as required.

Terms and Conditions

We are seeking a Duty Manager to cover the following regular shifts:

Monday 16:30 – 22:00

Thursday 16:30 – 22:00

Alternate Saturday and Sunday 08:15 – 17:00

Other shifts may be available throughout the year such as one-off events and week day holiday cover for other duty managers.

Salary:	£10,202.40 per annum (£25,506 FTE) paid monthly in 12 equal instalments
Pension:	Where eligible, auto-enrolment in company pension scheme
Period of contract:	Permanent
Hours of work:	15 per week annualised*
Annual Leave:	99 hours per annum (including bank holidays)
Probation period:	1 month
Notice period:	1 month

* Due to building operating times, this role will have regular hours during term times and be quieter over public and school holidays. Hours are annualised based on a 15-hour week 52-weeks per year, making a total of 780 hours per year. Out of these you are entitled to 99 hours holiday per annum (including bank holidays), which are subtracted from this total. You are therefore contracted to work 681 hours per year. Any hours worked over this will be pre-agreed and paid at an hourly rate.

Person Specification

Experience	Essential	Desirable but not essential
Experience of using IT including Microsoft Word, Excel, Outlook and databases/CRM systems	✓	
Proven sales experience	✓	
Experience of working in a fast-paced environment or dealing with a high volume of telephone and email enquiries.	✓	
Experience of working in a customer-facing role, with a good understanding of customer service.	✓	
Experience of admin and data inputting.	✓	
Experience of working on own initiative with limited supervision.	✓	
Experience of being a building keyholder	✓	
Experience of data management and reporting	✓	
Experience of working in a Box Office (training will be provided)		✓
Experience of line management		✓
Experience of working in an arts organisation or context.		✓
Experience of bar work		✓
Experience of being a fire marshal (training will be provided)		✓
Experience of Health & Safety in the workplace		✓
Skills		
Excellent communication skills, both written and spoken.	✓	
Ability to keep calm under pressure	✓	
Highly developed attention to detail and accuracy	✓	
Proven ability to work as a self-starter, effectively managing workload, prioritising tasks and using initiative.	✓	
Attributes		
Willingness to learn	✓	
A positive team player with a helpful attitude	✓	
Commitment to equity, diversity and inclusivity	✓	
Qualifications		
GCSE English and Mathematics or equivalent	✓	
Other		
Availability to work regular evening and weekend shifts	✓	
Right to work in the UK	✓	

Satisfactory Enhanced Disclosure and Barring Service (DBS) Check	✓	
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