



Recruitment Pack

# **FRONT OF HOUSE SUPERVISOR**

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**REGENT'S PARK OPEN AIR  
THEATRE IS A MAGICAL  
SANCTUARY FROM THE HUSTLE  
AND BUSTLE OF THE CAPITAL.**

The Times



# ABOUT US

**Established in 1932, the multi-award-winning Regent's Park Open Air Theatre is one of the largest theatres in London (at a capacity of 1,304). Passionate about producing popular, enriching and unexpected theatre that provides a lens into the here and now, the scale and ambition of our productions together with our magical outdoor setting, makes us unique in the capital's cultural landscape. In 2025 we welcomed just under 177,000 people to our 20-week summer season.**

**Drew McOnie assumed the role of Artistic Director in January 2024, and James Pidgeon was appointed Executive Director in 2021.**

Over the last sixteen years, our productions have won ten Olivier Awards, ten WhatsOnStage Awards, and four Evening Standard Awards. We were named London Theatre of the Year in 2017 by The Stage, and received the Highly Commended Award for London Theatre of the Year in 2021. Our productions have toured the UK and have transferred to both the West End and the United States. Our 2016 revival of *Jesus Christ Superstar* has just finished tours of the UK, North America and Australia. Our Olivier Award-winning revival of *Fiddler on the Roof* transferred to the Barbican Centre in May 2025 ahead of a major tour of UK and Ireland through to January 2026.

As a registered charity that receives no regular public subsidy, we rely entirely on earned income and charitable contributions. Nevertheless, we have maintained 36,000 tickets at £15 across the whole of 2025's summer season, our BREEZE scheme enables those aged 18-25 to buy tickets for £10, and we regularly work with local charities. Each year, on average, we subsidise tickets for 6,000 school pupils.

Food and drink plays a significant role in the Open Air Theatre experience, with our in-house bars and restaurants including Covered Dining, The Grill and The Pizza Oven. We also have our own picnic lawn and the West End's longest bar!

Regent's Park Open Air Theatre has become one of the most independently sustainable and financially successful producing theatres in the country, and we're proud to embark on the next stage of our vision with ever-increasing artistic ambition and entrepreneurial spirit.

# OUR VISION, MISSION & GUIDING VALUES



VISION	MISSION	GUIDING VALUES
<p>To help people make sense of the world under a shared sky.</p>	<p>Celebrating our unique and experiential outdoor setting, we create popular, enriching and unexpected theatre that provides a lens into the here and now.</p>	<p>Ambitious Open Independent Connected Joyful</p>

## UNDERLYING PRINCIPLES

01 <b>Equity, Diversity &amp; Inclusion</b>	03 <b>History &amp; Heritage</b>
02 <b>Environmental Sustainability</b>	04 <b>Civic Responsibility</b>

## STRATEGIC PRIORITIES

01 <b>Producing Expansion</b>
02 <b>Developing Audiences &amp; People</b>
03 <b>Organisational Growth</b>



**REGENT'S PARK OPEN AIR  
THEATRE IS FAST BECOMING  
THE NEW POWERHOUSE  
FOR EYE-OPENING MUSICAL  
REVIVALS.**

Broadway World

# JOB ROLE

## KEY RESPONSIBILITIES

We are looking to recruit Front of House Supervisors to assist and support the Duty Manager in the efficient and effective delivery of the Front of House operation. They will ensure that the site is clean and well-maintained and provides a safe and welcoming environment for our audience, staff and visitors.

Supervising a team of Visitor Services Assistants (Front of House), and working closely with all front of house teams, they will ensure the highest levels of customer service and presentation whilst maximising sales and profitability.

### This role involves:

- Being a highly presentable, visible and accessible supervisory presence during opening hours and representing the company with diplomacy, discretion and courtesy at all times.
- Being a responsible supervisor for the FOH team, who can be called upon to cover Duty Management tasks if required. This could include ensuring smooth evacuations of public and staff, giving clearance at the start of productions and responding to escalated customer complaints.
- Assisting with training and development of the seasonal team, to ensure that the highest level of customer service is delivered and meet health and safety requirements.
- Ensuring the site is fully prepared, staffed and stocked for the punctual opening of the site, including assisting with general cleaning duties;



- Supervising the Visitor Services Assistants to ensure jobs are completed in a timely manner, attendance, punctuality and presentation is satisfactory, bringing any concerns to the attention of the Visitor Services Management Team.
- Dealing with all in person customer problems, comments and complaints in an appropriate and efficient manner in line with company policy, escalating as necessary.
- Having an excellent knowledge of current and future performances, related activities, promotions and products.
- Taking a proactive role in up-selling programmes, merchandise and ice creams.
- Ensuring cashing up procedures are followed and all income accurately reported, bringing any issues to the attention of the Duty Manager.
- Managing disposables and stock items ensuring that replacements are ordered and stored correctly.
- Assisting with the on-the-day needs of groups, schools, corporates and partners.
- Any other duties as reasonably requested by the Visitor Services Management Team

### **Health & Safety and Security**

- Supervising the Visitor Services Assistants to maintain a safe and secure working environment at all times, adhering to all licensing, fire, security safety and other company regulations.
- Monitoring all health and safety, first aid, access and maintenance requirements, making recommendations and reporting any areas of concern.
- Maintaining a knowledge of safety and emergency procedures, and acting as a Fire Marshal in any emergency situation.



# PERSON SPECIFICATION

**The right candidate will have a passion for working in a busy customer-facing environment. It is a great opportunity for someone with great customer service experience in a very unique open air venue.**

## Essential

- Excellent attention to detail with the highest standards of presentation.
- Ability to communicate effectively with a wide variety of people at all levels in a confident and friendly manner.
- Good written and spoken English with proven interpersonal skills.
- Demonstrable enthusiasm, understanding and experience of customer service and sales techniques.
- Experience of cash handling and reconciliation.
- Proven ability to work well both independently and within a team.
- Calm, organised and tactful approach.
- Understanding and commitment to equity, diversity and inclusion.
- A passion for Regent's Park Open Air Theatre and the work we produce.



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**AS DARKNESS ENCROACHES,  
THERE IS NO MORE GLORIOUS  
PLACE TO GET ONE'S FILL OF  
CULTURE.**

# TERMS & CONDITIONS

## **Job Title:**

Front of House Supervisor

## **Responsible to:**

Head of Visitor Services and Operations

## **Responsible for:**

Visitor Services Assistant (Front of House)

## **Working closely with:**

All members of the Visitor Services Department.

## **Contract:**

Full and part-time contracts available, fixed term 20th April 2026 – 26th September 2026.

## **Basic Working Hours:**

16 - 30 hours per week, depending on contract. The role will require regular work in the evenings and at weekends, as well as on Bank Holidays.

## **Work Base:**

Regent's Park Open Air Theatre, Stage Door, Open Air Theatre, London, NW1 4NU.

## **Salary:**

£14.95 per hour, paid weekly PAYE.

## **Benefits:**

Contributory pension scheme.

Two complimentary tickets for each of the summer season's lead productions. Staff discount at the theatre's bar and catering outlets.

Training and development opportunities.

## **Annual Leave:**

Due to the nature of this contract, the successful candidate will not be able to take holiday during the contract unless required by us; payment in lieu of unused holiday entitlement will be made at the end of the contract.

## **Notice Period:**

2 weeks

## **Probationary Period:**

1 month



# ONE OF THE GREAT UNDERSUNG THEATRICAL SUCCESS STORIES, PACKED WITH AWARDS, AS WELL AS MOUNTING CRITICAL AND AUDIENCE ACCLAIM.

Evening Standard



## HOW TO APPLY

### To apply for this role:

Please download and complete the Personal Details Form and Application Form from [our website](#), and return to [jobs@openairtheatre.com](mailto:jobs@openairtheatre.com) by no later than **10am on Thursday 12th March**.

Should you prefer to answer the questions in the Application Form by submitting a video of yourself (lasting no more than 10 minutes) or a voice note (lasting no more than 10 minutes) instead of a written form, then please do.

First Round interviews are currently scheduled to take place on the **week commencing 23rd March**. We will notify you either way if you have been selected for interview or not.

Feedback will be provided to all first round interviewed applicants on receipt of a written request no later than 1 week after the date of interview. We regret that due to the volume of applications expected feedback cannot be provided to applicants who aren't invited to interview.

**Should you have access requirements or need any barriers removing in order to apply for this role and/or attend an interview, please e-mail [jobs@openairtheatre.com](mailto:jobs@openairtheatre.com).**

Regent's Park Open Air Theatre is an equal opportunities employer, and our recruitment process is open to all, regardless of disability, ethnicity, sexuality, gender identity, religion, caring responsibilities, and/or socioeconomic background. Our aim is to achieve greater diversity so that our organisation better reflects the society in which we live and work, and to foster an organisational culture that is inclusive, respectful and safe. We welcome and encourage applications from people of all backgrounds, perspectives, identities and lived experiences, and in particular those of the global majority and those who are disabled.

Regent's Park Open Air Theatre is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff to share this commitment. Successful applicants may be asked to undertake an Enhanced DBS check, dependent on the requirements of the role.

**Please click the following link to complete [this anonymous survey](#) which will help us to effectively monitor our Equity, Diversity & Inclusion work by identifying barriers to working or engaging with Regent's Park Open Air Theatre. Your responses will remain separate to your application and will be anonymised and kept confidential.**

<https://www.surveymonkey.com/r/Y7V7PJS>

