



Front and House and Bar Manager - Job Description and Person Specification

Job Title: Front of House and Bar Manager

Reports to: Events and Hires Manager

Pay: £13.65 per hour

Hours: Approx 21 hours a week (flexible)

Probationary Period: 6 months

Deadline: 10am, Monday 13th July (Note: we reserve the right to close applications if a suitable candidate is found before the deadline.)

The Bristol Improv Theatre (BIT) is looking for a hardworking, friendly, trustworthy and ambitious Front of House and Bar Manager to join our close-knit team.

As the welcoming face of our venue, you will play a pivotal role in elevating our audience experience while taking ownership of our commercial hospitality operations. This is a fantastic opportunity to lead a dedicated front of house team, find creative ways to optimize our bar income, and directly contribute to the sustainability of the UK's first dedicated improv theatre.

About Bristol Improv Theatre

The Bristol Improv Theatre is the UK's first full-time dedicated improv theatre. We create, teach and perform spontaneous theatre that is welcoming, creatively ambitious and unapologetically entertaining. We host renowned improv and comedy acts from all over the UK and overseas, as well as being a hub for talented local troupes.

Our venue, located just off the Triangle in Clifton, is a home for Bristol's amazing improv community. Some people join as students, taking our classes to build confidence and unlock creativity; others jump on stage at monthly improv jams, or perform in shows with the community theatre group, the Unscripted Players. Others just turn up and enjoy the shows and stay for a pint in the bar afterwards; our theatre has often been described as the friendliest place in Bristol. We also offer bespoke improv training to help businesses with teamwork, creativity and confidence.

How to Apply

Please send a CV and cover letter of no more than 500 words, or a video application lasting no longer than 3 minutes, to recruitment@improvtheatre.co.uk by 10am on Monday 13th July 2026. Please note we reserve the right to close applications early if the right candidate is found before the deadline.

Questions



If you have any questions about the role before applying, please contact recruitment@improvtheatre.co.uk to arrange an informal call with the Events and Hires Manager.

Key Responsibilities

Front of House & Audience Experience

- Foster and create a welcoming and inclusive community environment that is in line with the theatre's brand and values.
- Duty manage two shifts a week and provide supervision and on shift training for staff.
- Duty manage for high-profile or busy events.
- Act as the first point of escalation for audience complaints or accessibility needs.
- Work closely with the staff team to ensure the smooth running of all front of house systems.

Leadership & Team Management

- Manage a small, dedicated team of casual bar staff, ensuring a friendly and reliable work environment
- Find or provide cover during staff absences.
- Create and manage monthly rotas, ensuring staffing levels are optimised for show capacities and interval rushes.
- Be an out of hours emergency contact for front of house staff (this responsibility is shared between the management team on rotation)
- Ensure the team is knowledgeable about the upcoming events, drink specials, and safety protocols.
- Create and/or review event reports, pass on feedback to relevant departments and provide feedback to front of house staff.
- Attend weekly management meetings.

Bar & Commercial Operations

- Manage inventory, conduct stock takes, and maintain and develop relationships with suppliers to ensure competitive pricing.
- Implement creative strategies to increase bar spend, such as themed cocktails for productions or pre-order interval drink systems.
- Ensure the bar area and foyer remain pristine and compliant with health, safety, and licensing regulations.

Safety & Compliance



- Ensure that front of house staff and stakeholders are adhering to health and safety legislation and best practice and theatre policy
 - Ensure strict adherence to the Licensing Act (e.g., "Challenge 25") and responsible service of alcohol.
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Person Specification

Essential

- 2+ years in a supervisory role in hospitality, ideally in a bar, theatre, cinema, or arts venue.
- Ability to remain calm, decisive and assertive.
- Excellent verbal and written communication skills.
- A demonstrable commitment to outstanding customer service.
- Highly trustworthy
- Strong understanding of Licensing Act requirements
- High level of initiative and can work autonomously
- Good understanding of Health and Safety law
- Ability to work evenings and weekends as required
- Proficient in, or quick to learn, modern venue technologies, including ticketing systems, POS systems, and digital rota management tools
- Comfortable with the physical demands of an active venue environment, including standing for extended periods and manual handling of stock.

Desirable

- A genuine passion for the performing arts.
- First Aid at Work certification.
- Possession of a Personal License for the sale of alcohol, or a willingness to obtain one.