

Assistant Theatre Manager Job Description

The Shaw Theatre logo, featuring the words "The Shaw Theatre" in white, bold, sans-serif font on a red rectangular background.

Responsible to:	Theatre Manager Pullman St Pancras Duty Manager
Responsible for:	Theatre Duty Managers, Ushers, and Technicians
Benefits:	Two complimentary bonus breaks - <i>benefit from a free one or two day break in another Accor property in the UK each year</i> Pension Scheme Employee Benefit Card – Discounts on national brands Free meals available on duty Free access to Hotel Gym 28 days Annual Leave per Annum – <i>increasing with yearly service, up to 32</i>
Salary:	£34,000
Working hours:	Office Hours are Monday – Friday 9am-5.30pm, but with evening, weekend and bank holiday duties as rostered, adopting a flexible approach to business requirements and hours. We operate a TOIL policy.

The Assistant Theatre Manager will work alongside the Theatre Manager to run our unique hire-only theatre. They will assist in all operational and administrative aspects of managing a venue, and act as Duty manager when required, delivering a consistently safe, efficient and high standard of service to clients whom have hired the space, and to audience members attending performances & conferences.

About The Shaw Theatre

The Shaw Theatre is a 446-seat theatre and rehearsal studio, located at the Pullman London St Pancras Hotel in Kings Cross. As a hire-only venue, we play host to a variety of diverse productions and events, such as international theatre companies, radio and podcast recordings, stand-up comedy, corporate product launches, dance competitions, conferences and many more.

Main Responsibilities

Administrative

- Undertaking administrative duties such as answering hire enquiries, submitting payroll, creating staff rotas, and issuing contracts and invoices
- Assist with box office sales and reporting, answering phone calls and customer service emails
- Marketing events via social media and newsletters

- Support the Theatre Manager with managing policies, ensuring that the theatre complies with all Health and safety and licensing as well as current legislation laws
- Represent the Theatre Manager and their relevant legal duties
- Deputise for the Theatre Manager when necessary

Event Duty Management

- Manage performances and hires occurring within the theatre
- Supervise the Front of House and Box Office staff, ensuring they provide excellent customer care and that all staff are fully briefed, trained and performing well in their roles
- Maintain Accor/Pullman standards at all times - Report any issues or damage to the relevant hotel department/s
- Ensure the safe and legal use of the building at all times
- Evacuate the building calmly and efficiently, if required
- Maintain positive working relationships with all hotel departments
- Complete all Statutory training, including Fire, Health & Safety and Equality & Diversity online, according to deadlines set

Visiting Company liaison

- Welcome visiting company and briefing them on security, safety and the evacuation procedure
- Supervise visiting companies/producers and manage their requirements and queries
- Ensure production schedules are kept to, and any changes reported to Theatre Manager and relevant teams (le Bar & Catering).
- Ensure the venue is returned to standard upon departure

Essential

- Previous Duty Management experience in an arts-based venue
- Excellent customer service skills
- Excellent team leadership skills
- Excellent communication skills
- Strong numeracy and literacy skills
- Full-Time Availability
- Eligibility to work in the UK

Desirable

- First Aid trained
- Health & Safety training
- Box Office experience (Line-Up desirable)
- Bar Experience
- Basic knowledge of lighting/sound equipment

Recruitment Process

Please submit a CV and cover letter (no more than 2 sides of A4) to Theatre Manager Charlotte Wallis at charlotte.wallis@accor.com

Closing Date: Thursday 11 December 2025

Interviews to take place week commencing Monday 15th December

If you have any questions in advance of submitting your application, please contact charlotte.wallis@accor.com.