

The background of the entire page is a photograph of a theatrical stage. In the center, a woman in a brown, long-sleeved, button-up dress with a full skirt and a patterned headscarf is captured in a graceful, swirling dance. She is looking upwards with an expressive face. The stage floor is made of light-colored wooden planks. In the background, there are dark wooden walls, a balcony with a railing, and a few lit sconces. The overall lighting is dramatic, highlighting the dancer.

OT **ORANGE
TREE
THEATRE**
A powerhouse of independent theatre

Duty Manager Recruitment Pack



HELLO and thank you for your interest in being part of the Front of House team at the Orange Tree Theatre (OT).

Working at the Orange Tree Theatre means being part of a collaborative and creatively ambitious environment, where storytelling is placed at the heart of everything. Its unique performance space fosters a close connection between performers and audiences, demanding a high level of precision, imagination, and adaptability from everyone involved. The theatre's dedication to artistic excellence and innovation makes it an exciting and inspiring place to contribute, particularly for those passionate about producing bold, engaging work that resonates with contemporary audiences.

For an applicant, the Orange Tree Theatre represents not just a workplace, but an opportunity to be part of a vibrant cultural institution that values creativity, inclusivity, and the transformative power of live performance

If you would like this job pack in another format, please contact Reya Muller at reya.muller@orangetreetheatre.co.uk



Richmond Riverside

Background of the OT

The OT was established by Sam Walters in 1972 with a circle of chairs in a room above the Orange Tree pub and is now one of the most exciting theatres in the UK. From the outset, the OT enjoyed a high level of community support and local engagement, working with local schools, including the Primary Shakespeare project that continues to this day. In the early 1990s, the OT moved into a purpose-built theatre-in-the-round, which now seats 180. The leadership team now comprises Tom Littler (Artistic Director) and Julie Weston (Executive Director).

The ambitious programming and casting is attracting booming ticket sales and new commercial co-producing partners, while maintaining the OT's commitment to combining classics and rediscoveries with new writing and investing in new artists and the community.

Equality, diversity and inclusion sit at the heart of the OT, and we are continuously learning and reviewing our practices to be responsive to change. The OT is currently in the midst of a transformative capital project with some of the theatre currently a building site. In typical ambitious style, the theatre remains open for business!



Two of the OT buildings: the main theatre, and the rehearsal rooms and workshop a 2-minute walk from Richmond Train station

OUR MISSION

To create world-class theatre in a local community, welcoming everyone to experience the joy, power and creativity of live theatre at the OT.

For everyone to feel warmly welcomed and connected with others, and to leave our space enriched, entertained, and eager to return as a friend.

OUR VISION

We want to change lives through the telling of stories.



OUR VALUES

AMBITION

We are small but mighty. We dare to take on big plays, big projects, and big risks. We love a challenge. We support each other to try, to learn, and to grow.

EXCELLENCE

We know that outstanding theatre can transform and enrich lives. On our stage and in our community, front of house and in the office, we aim for the extraordinary.

HEART

We are a theatre of the heart. We create human stories that spark imagination and empathy. We treat each other with respect, kindness and understanding.

OPENNESS

We are open to learning, to difference, to surprise. We open doors: to artists, to our community, to audiences. With our ever-growing circle of supporters, we will invest in transforming the experience of the OT for everyone.

OUR GOALS

CREATE

Artistic ambition with outstanding work and deep community roots

THRIVE

Grow our audiences, supporters, partnerships and reach

INNOVATE

New, diverse artists and theatremakers supported by all OT staff

LOCALISE

Indispensable to the local area, audience and community

CONNECT

A joined-up team collaborating internally and externally with new partnerships

SUSTAIN

Making theatre and running an organisation responsibly

ACCESS

Improve our access for audiences and artists to become a welcoming theatre for everyone

JOB DESCRIPTION

Job Title: Duty Manager
Responsible to: Front of House Manager

Purpose: Our **Duty Managers** are responsible for leading the delivery of an exceptional customer experience at the Orange Tree around performances and other public events, creating a safe, welcoming and inclusive atmosphere, ensuring that the theatre is welcoming to a diverse audience and their needs. As part of a small team of committed staff, they act as a leading representative of the theatre before, during and after performances.

The Orange Tree is currently undergoing a capital development project to transform our Front of House and bar area. This is an exciting opportunity to join the team now to help continue to welcome audiences during a period of refurbishment.



Key Responsibilities:

- To conduct pre-show building safety checks and action any areas of concern.
- To lead a thorough pre-show briefing with the Front of House and Stage Management teams, communicating show notes and other relevant information.
- To lead a pre-show Fire Evacuation drill and Show Stop procedure with the Front of House and Stage Management teams.
- To be responsible for the safety and comfort of audiences throughout their visit, providing a welcoming environment to all visitors to the theatre.
- To ensure appropriate accessibility measures are delivered at the point of need.
- To deal courteously with customer questions, concerns, and complaints.
- To ensure the public facing areas, auditorium and toilets are presentable at all times.
- To lead the safe evacuation of the theatre and building in emergency scenarios.
- To act as the designated First Aider when on shift.
- To complete a detailed Front of House report for each performance.
- To work with the Front of House Manager to continually monitor all aspects of the customer experience, recommending areas for improvement.
- To conduct closing safety checks and be responsible for securely locking up the building, following the appropriate procedure.
- To assist with the set up and successful delivery of internal and external events, such as Member and Patron evenings, and Press Nights.
- To work at other indoor and outdoor sites in and around Richmond to support the Orange Tree's offsite shows and other events.
- To actively promote the Orange Tree's fundraising schemes and initiatives.
- To adhere to the Staff Code of Behaviour and attend training sessions.
- To adhere to all health and safety procedures to minimise the risk of injury and accidents.
- To be knowledgeable about the work of the Orange Tree Theatre and its productions.
- To carry out any other duties as reasonably required.

This list is not exhaustive and as a term of your employment you may also be asked to undertake other such appropriate duties as and when required, as well as being asked to work flexible hours to suit the operation of the organisation.

Uncle Vanya, photo by Manuel Harlan



PERSON SPECIFICATION

Essential

- Duty Management and/or supervisory experience in a theatre or other arts venue.
- Ability to lead and motivate a team of staff.
- Highly effective communication and customer service skills and the ability to adapt a style to suit different people and circumstances.
- Great customer service and the ability to make customers feel individual and special.
- Ability and willingness to work respectfully and collaboratively with colleagues.
- Proactive attitude and ability to manage problems and find creative and pragmatic solutions in a fast-paced environment.
- Reliable with excellent time keeping.
- Demonstrable interest in and passion for theatre, and for the Orange Tree in particular.

Desirable

- First Aid Trained
- Practical fire and health and safety training and knowledge
- Experience of ticketing systems, in particular Spektrix.
- Experience of working on site-specific events or productions.

We encourage our Duty Managers to work shifts as Front of House Assistants alongside their Duty Management shifts. Please include in your application if you are happy to be considered for both roles.





Rehearsals for *The Swell* photo by Ali Wright

Contract and terms



Title of post: Duty Manager

Rate of Pay: £17.50 per hour plus holiday pay

Contract: Casual, zero hours contract

Hours: Shifts on a rota basis. Number of shifts will vary according to show schedules and staff availability. Evening and weekend working is expected for this position. Shifts will be based at the Orange Tree Theatre, as well as other sites in and around Richmond as required.

Other Benefits:

Training and development, Auto-enrolment pension contributions, where eligible, 40% discount in the OT Bar, 2 free tickets to all OT shows.

To apply

Deadline: 10 April 2026 10am

Interviews: Applications will be reviewed and interviews will be held throughout this period. We reserve the right to close applications early if necessary, and therefore early applications are encouraged

To apply please send a CV with 2 references, including your current or latest employer, along with a cover letter, no longer than one side of A4, by email marked **Duty Manager** to jobs@orangetreetheatre.co.uk. . Please include in your application if you are happy to be considered for a **Front of House** role as well. We will not check references without prior approval.

We are an equal opportunities employer and we are committed to building a team who have a diverse range of backgrounds. We welcome applications from under-represented groups.

Please also complete the Equal Opportunities Form here: <https://forms.gle/XRYDxzjVVW33w9Uq6>

If you would like an informal conversation about the role with our Front of House Manager George Holmes, please email him on george.holmes@orangetreetheatre.co.uk