

Mayflower

New vacancy

ASSISTANT HOUSE MANAGER - FRONT OF HOUSE

Fixed Term Contract (*October 2025 – May 2026*)

Mayflower Theatre is the largest theatre on the South Coast with 2,271 seats in the auditorium. The Theatre's aim is to bring a diverse range of shows to Southampton. We present a mixture of spectacular touring productions, from musicals to dance, opera, drama, ballet and comedy.

MAST Mayflower Studios is a cultural and community hub. We present family shows, dance, musicals, music, comedy, circus, cabaret, spoken word, and visual arts. We put participation at the heart of everything we do.

Both the Theatre and Studios operate under the Mayflower brand. Collectively we provide Inspiring Experiences to all who engage with each venue.

We are looking for an experienced Assistant House Manager to join our Front of House team for a fixed term duration. This role will support the House Manager in the smooth running of the Front of House operation.

ASSISTANT HOUSE MANAGER

Your main responsibilities will be:

- Assisting with the management of a large team of Front of House and Bar Assistants.
- Providing effective Duty Management cover for show performances, hospitality, conferences, afternoon teas and any other events as required, within the Front of House operation.
- Offer a friendly, welcoming and informative presence to our customers, taking a pro-active approach to customer service and problem solving, displaying empathy and forethought.
- Enforce house and show specific rules, as well as the health, safety and security of the building, customers, and staff at all times.
- Act as licensee in line with licensing regulations whilst on duty.
- Promote sales of ancillary products including drinks behind the bar, merchandise, sweets, programmes, and ice creams, ensuring all transactions and stock are securely handled.
- Assist with functions and events within the Front of House areas, including helping to set up and clear function spaces, serving food/drink as appropriate, and adhering to food hygiene/safety standards.

Our ideal applicant will:

- Have Supervisory/Duty Manager experience within the theatre industry
- Have excellent communication skills
- Have proven experience in a customer facing role
- Be calm under pressure
- Be an excellent team player
- Be a self-starter and show initiative
- Knowledge of food hygiene and licensing laws would be an advantage

Hours are 37.5 per week, mostly evening and weekends.

All applicants must be available for weekend work (including Sundays) and must be available to work over the busy Christmas period, including performances on Boxing Day. Applicants must be over 18 due to licensing laws.

Salary: £28,000 per annum, plus benefits.

Interviews will take place week commencing 15 September 2025.

How to apply:

Full details including job descriptions and how to apply can be found at <https://www.mayflower.org.uk/about/jobs-and-opportunities/>

We are committed to ensuring a fair process for all candidates. For more details, please see our Diversity and Inclusion statement on our website's jobs and opportunities page on the link above.

If you require any assistance or have any additional requirements to complete your application with the recruitment process, please contact the People & Culture Team at recruitment@mayflower.org.uk or on 02380 711800 ext. 0. You can also contact us with any further questions you may have.

Closing date: 15 September 2025 - we reserve the right to close this vacancy early if we receive sufficient applications for the role, therefore if you are interested, please submit your application as soon as possible.