



Kiln Theatre

DUTY MANAGER

Application Pack

“A marvellous community reality...alive with challenge and promise.” James Baldwin

Kiln Theatre is the creative and cultural hub of Kilburn in Brent, a uniquely diverse area of London where over 140 languages are spoken.

We are a place of creative transformation and artistic ambition – an empowering space where community connection sits at the centre of everything we do. From the heart of Kilburn, we stage an internationally acclaimed programme of UK premieres and dynamic revivals - real human stories that entertain, fire the imagination and reflect the world around us.

As Tricycle and now Kiln, we are proud of our history and passionate about our future. We nurture talent and develop pathways whilst celebrating diversity and removing barriers – driving world-class theatre and opening up opportunities for who gets to make it.

“Kiln Theatre has revitalised the cultural life of Brent and brings world-class theatre at an affordable price to people from all walks of life.” **Zadie Smith**

Under Artistic Director/CEO **Amit Sharma**, Kiln Theatre continues its reputation of producing world-class work that reflects the richness of its local communities and the wider world.

Kiln Theatre has a 292 seat theatre alongside a 291 seat cinema auditorium, a bar and restaurant plus two rehearsal spaces which are used for our productions, workshops and Creative Engagement projects.

We believe that theatre can be for anyone. A neighbourhood venue shaping national conversation.



The Ministry of Lesbian Affairs designed by Anna Reid, *Two Strangers (Carry a Cake Across New York)* designed by Soutra Gilmour, *Retrograde* designed by Frankie Bradshaw and *Coven* designed by Jasmine Swan.

“I wanted to say thank you for creating the most diverse theatre I have been to. In terms of race, culture, class, age, everything – not only in the selection of shows and actors, but in the audience.”

Audience member



OUR VISION

To ignite artistic imagination through diverse storytelling that reflects the richness of our world. Kiln is a space where we celebrate our shared humanity, build a powerful sense of belonging and demonstrate that theatre can be for anyone.

OUR MISSION

From the heart of Kilburn, we tell real human stories shaped by exceptional artists – harnessing the power of creativity to remove barriers, celebrate individuality and bring people together.

OUR VALUES

Kiln is **Representative**. *We represent diverse voices on and off our stage - including different perspectives and experiences in our decision making.*

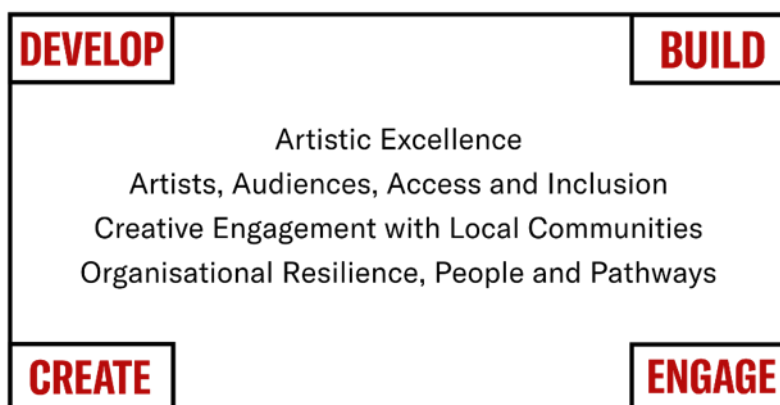
Kiln is **Open-hearted**. *We create together and build trust by being kind, empathetic and welcoming - acting with warmth and integrity.*

Kiln is **Enterprising**. *We think creatively and act resourcefully to generate opportunities to support and grow our artistic ambitions.*

Kiln is **Courageous**. *We are daring, willing to take creative risks and push boundaries to make meaningful and relevant work.*

Our values shape the way we work. They are key to unlocking our ability to ensure our work is accessible and relevant, that we make brave, bold choices, and that we maintain our integrity and empathy. They underpin the way we build and maintain our relationships with the artists, communities and audiences we make work with and for.

OUR PRIORITIES





KILN THEATRE

Kiln Theatre presents around six productions per year, many of these are commissioned and written specifically for this theatre or are programmed in collaboration with national or international companies.

Recent productions include Amit Sharma's critically acclaimed 5-star production of *Retrograde* by Ryan Calais Cameron, which transferred to London's West End, *Two Strangers (Carry a Cake Across New York)*, which transferred to the West End and then to Broadway after a record-breaking run at Kiln, the Olivier Award nominated *The Ministry of Lesbian Affairs* by Iman Qureshi, the sell-out *Please Please Me* by Tom Wright, the female-led *Coven* by Rebecca Brewer and Daisy Chute, which broke Kiln's all-time box office record, and *Driftwood* by Martina Laird, co-produced with the Royal Shakespeare Company.

CREATIVE ENGAGEMENT AT KILN

Our award-winning Creative Engagement programme aims to champion the imagination, aspiration and potential of the Brent community young and old. We invest in creating meaningful relationships with young people to inspire and encourage their creativity, their confidence and self-esteem. We work with older people to create a thriving community around our theatre.

KILN CINEMA & EVENTS

Our 291-seat cinema shows the best art-house and mainstream films alongside festivals and special Q&A screenings. In our cinema auditorium we also host a year-round programme of talks, Q&A's, book launches and special events with some of the country's top artists, entrepreneurs, academics and writers.

FUNDING

Our annual turnover is approximately £4 million. Kiln Theatre receives funding from Arts Council England as a National Portfolio Organisation. Additional income comes from box office ticket sales and other commercial revenue streams, with a final sum generated through fundraising.



THE ROLE

Title:	Duty Manager
Location:	Kiln Theatre, 269 Kilburn High Road, London NW6 7JR
Reports to:	Front of House and Events Manager
Contract:	£56.90 per shift (minimum 3.5 hours)

Purpose and description of role

The Duty Manager is the point of call for the safety, security and operational running of the building while on shift. They oversee the Front of House team and liaise with the Production team to run Kiln's performances and/ events for audiences. They ensure that Front of House, as the public face of Kiln, welcomes audiences and delivers excellent customer service, while ensuring health and safety and licensing regulations are met.

Everyone at Kiln strives to make the building an inclusive and friendly place which reflects and celebrates our local communities.

Key responsibilities

- Provide support as a Duty Manager to the running of Kiln's performances and events, including overseeing the health and safety of audiences and team members by ensuring Kiln's Public Entertainment Licenses and fire regulations are adhered to at all times and that regular health and safety checks are undertaken.
- Liaise with the Production, Producing and Stage Management team around specific show needs and communicate key information across Kiln's frontline casual teams, in liaison with the Front of House and Operations Manager.
- Be responsible for both opening and closing the building according to a prearranged rota.
- Assist the Front of House and Operations Manager with the training of casual FOH staff.
- Ensure the public areas, foyer and toilets are presentable and welcoming at all times
- Supervise and motivate casual FOH assistants, ensuring they are helpful and knowledgeable when assisting patrons.
- Complete end of day cashing up operations for front of house food & beverage and merchandise activity
- Assist with catering and box office operations, working closely with both teams to maintain great customer service
- Monitor customer feedback in person, responding in a timely manner, in liaison with Head of Operations & HR when appropriate.
- Feedback any maintenance or servicing issues to the Technical & Operations Coordinator and Head of Operations & HR.
- Promote, maintain and work to deliver the mission and values of Kiln Theatre.

About You (Person Specification)

You should have:

- Previous duty management experience in a Theatre setting.
- Computer literacy and an understanding of Microsoft Office applications.
- Excellent organisational skills with the ability to manage and prioritise tasks in an efficient manner.

- Ability to be creative and resourceful in problem solving.
- Ability to work under pressure and maintain focus on audience experience.
- Ability to always work with tact and diplomacy.
- Commitment to inclusion and equality of opportunity.
- A calm and positive approach with a demonstrable ability to work both rigorously and flexibly under pressure.

Desirable

- Spektrix knowledge.
- A qualified First Aider.
- A qualified Fire Marshal.

Terms and Conditions

Contract:	Casual Worker
Start Date:	As soon as possible
Salary:	£56.90 per shift (minimum 3.5 hours) and any additional hours to be paid in 15-minute increments at £16.25 per hour, payable weekly in arrears normally on a Friday by BACS less deductions for PAYE tax and National Insurance
Probationary period:	3 months, followed by review
Pension:	Kiln Theatre operates an auto-enrolment pension scheme for all employees. Kiln's contribution is capped at 4% of basic salary although employees may contribute more.
Other benefits:	Employee Assistance Programme. Complimentary tickets for preview performances, subject to availability, £2.50 tickets to Kiln Cinema and 20% staff discount in Kiln Bar/Café.

Equal Opportunities

Kiln Theatre is an Equal Opportunities employer and we strive to create an inclusive environment that reflects and celebrates our local communities. We welcome applications from people of all backgrounds and experiences. We particularly encourage applications from Deaf, hard of hearing, disabled, LGBTQIA+, Black, Asian, and other global majority background candidates. We are members of the Disability Confident Scheme and guarantee to interview all disabled candidates who would like to be considered under this scheme and who meet all the criteria outlined in the person specification. We will support and provide access requirements if you identify as disabled. This includes during the application process, at interview stage and beyond. Please contact us via email at recruitment@kilntheatre.com.

Environmental Sustainability



We aim to be an environmentally responsible organization and ask that our team works to support this goal. In doing so we are seeking to promote efficient and sustainable practices which reduce our carbon footprint. This is outlined in our Environmental Sustainability Policy and tracked in our annual action plan.

HOW TO APPLY

Application forms can be downloaded at <https://kilntheatre.com/our-story/jobs/>

Fill out an online Equal Opportunities Monitoring Form and send a completed application form to:

Email: Recruitment@KilnTheatre.com using the heading 'Duty Manager'

By Post: Recruitment, Kiln Theatre, 269 Kilburn High Road, London NW6 7JR

Deadline: Monday 10th August, Midday

Our application form includes a Personal Statement section. Whilst we understand how helpful AI can be in assisting with writing personal statements, we really want to hear your voice in this section. We encourage you to use your personal statement to introduce yourself to us and give specific examples of how you think you meet the person specification.

WHAT HAPPENS NEXT?

We will invite some applicants for an interview. Please be aware that unfortunately we are unable to provide application feedback at this stage of the process.

Standard class travel expenses will be reimbursed for candidates travelling to an interview from outside London, up to a maximum of £50. These should be agreed in advance. Please bring receipts for travel expenditure.