

JOB DESCRIPTION

Job Title:	Venue Manager
Reports To:	General Manager
Key Relationships:	General Manager, Production Manager, Bar Lead, Food Lead, Ticketing, Merch.
Salary:	£300 per day
Start Date:	Part time ASAP, 6 day weeks from 9th June 2026 - W/C 6th July 2026.
Contract Type:	Freelance, Fixed Term.

COMPANY INFORMATION

Niche Productions Group was founded in 2023 by Corey Bennett to formalise and expand a way of working developed through many years of delivering complex theatre, live events and immersive experiences. The company was established to meet growing demand for embedded production and general management support on ambitious projects that require both creative sensitivity and commercial rigour.

From the outset, Niche Productions Group was structured to support productions operating in non-traditional environments, temporary and permanent venues, and projects that sit between theatre, live events and visitor attractions. The Group's approach is built on clarity, structure and collaboration, with a strong focus on translating creative ambition into deliverable, sustainable and commercially viable live experiences.

Since its formation, NPG has become a trusted partner on several high profile projects in the immersive and competitive socialising space. The Group provides production management and general management services to productions like The Traitors Live Experience & Peppa Pig Surprise Party, supporting the most ambitious immersive attractions currently operating in the UK. NPG's role spans early development, venue enabling works, build and technical delivery, opening and ongoing operations, as well as supporting the international development and rollout of the experience in collaboration with the producer and rights holders.

In addition to these flagship projects, NPG maintains long standing relationships with recurring clients including HUMBUG and Backyard Cinema, supporting multiple seasons, venues and formats. These repeat collaborations reflect the Group's ability to embed within teams over time, retain institutional knowledge and provide consistent leadership across evolving productions.

Together, these projects reflect the foundations of Niche Productions Group, trusted partnerships, strong management frameworks and a clear focus on supporting ambitious live experiences throughout their full lifecycle.

JOB OVERVIEW

Niche Productions Group has been appointed as General Manager for Tokyo Nights in Greenwich, London and is now seeking an experienced and highly capable Venue Manager to lead all front of house and venue operations for this large-scale event in Greenwich.

This is a hands-on operational leadership role, responsible for the smooth, safe and high-quality delivery of the audience experience across all performances.

The Venue Manager will report directly to the General Manager and work closely with the wider management team, including Production and senior operational leads.

GENERAL DUTIES

The Venue Manager will take full responsibility for the day-to-day operation of the venue, leading a large FOH team and overseeing all audience-facing elements of the experience. This includes managing audience flow, resolving issues, coordinating with third party bar and food operators, and ensuring the venue is operating safely and efficiently at all times.

With an audience capacity of approximately 610 per performance and multiple shows per day, this role requires strong leadership, excellent judgement and the ability to remain calm under pressure in a fast-paced environment.

In addition to the live run, the Venue Manager will support pre-production activity in the lead-up to opening, helping to ensure the venue and FOH operation are set up for success from day one.

Key Responsibilities

Venue Operations

- Lead all front of house operations across all performances
- Take responsibility for the overall audience journey from arrival to departure
- Ensure smooth audience flow, including entry, seating, intervals and egress
- Oversee show readiness from an FOH perspective for each performance
- Act as the senior decision maker on site for all venue-related matters, reporting into the General Manager

Team Management

- Manage, brief and lead a large FOH team
- Deliver daily briefings and ensure all staff are clear on roles and expectations
- Maintain high standards of customer service and professionalism across the team
- Support staff welfare and performance, addressing any issues promptly
- Work with the General Manager to support recruitment and onboarding where required

Food and Beverage Coordination

- Oversee delivery of bar and food services via third party suppliers
- Ensure efficient service to meet audience demand across peak periods
- Act as the primary point of contact between FOH and F&B operators during live operations
- Monitor service standards and resolve any issues in real time

Health and Safety

- Ensure the venue is operating in a safe and compliant manner at all times
- Lead on incident response and reporting

- Work with the General Manager and Production team to uphold all H&S procedures
- Conduct pre-show checks and ensure all FOH areas are safe and ready for audience

Audience Management

- Handle customer issues, complaints and escalations professionally and efficiently
- Make clear, confident decisions in real time to protect the audience experience
- Maintain a visible presence on the floor throughout performances

Communication and Reporting

- Act as the key link between FOH, operations, production and management teams
- Report directly to the General Manager on all operational matters
- Provide daily feedback and reporting to the general manager
- Flag risks, issues and opportunities clearly and proactively

Pre-Production Responsibilities

- Support the General Manager in planning FOH operations ahead of opening
- Assist in building rotas, staffing structures and scheduling plans
- Contribute to the development of FOH procedures and operational planning
- Support onboarding planning, briefings and staff readiness
- Attend remote planning sessions and contribute to problem solving ahead of the run

Pre-Production Commitment

- Approx. 1 day per week in the lead-up to opening
- Remote working
- Paid at the standard £300 day rate
- Exact time commitment and structure to be agreed with the successful candidate

Working Pattern (Live Run)

The Venue Manager is expected to:

- Arrive approximately 2.5 hours before the first performance of the day
- Remain on site throughout all performances
- Stay approximately 1.5 hours post-final show to oversee close down

Some days will include up to three performances. The day rate is averaged across the run and no additional uplift is provided for three-show days.

SCHEDULE

W/C 8 June

Tuesday to Friday: 6pm and 9pm

Saturday: 1pm, 6pm and 9pm

Sunday: 4pm and 7pm

W/C 15 June

Tuesday to Friday: 6pm and 9pm

Saturday: 1pm, 6pm and 9pm

Sunday: 4pm and 7pm

W/C 22 June

Tuesday to Wednesday: 6pm and 9pm

Closed: 25–28 June

W/C 29 June

Monday to Friday: 6pm and 9pm

Saturday: 1pm, 6pm and 9pm

Sunday: 4pm and 7pm

W/C 6 July

Schedule TBC

A Deputy Venue Manager will be engaged to provide a day off on a 7 day working week. Candidates are welcome to recommend individuals for this position. Alternatively, candidates willing to cover all seven days may do so, with adjusted pay agreed accordingly.

PERSON SPECIFICATION**Essential Experience**

- Proven experience as a Venue Manager, FOH Manager or Operations Manager on large-scale live events, theatre or immersive experiences
- Experience managing large FOH teams in high-volume environments
- Strong understanding of audience management and customer experience
- Experience working with third party F&B providers
- Excellent problem solving and decision-making skills under pressure
- Strong knowledge of health and safety practices within live events
- Confident communicator with the ability to lead teams effectively

Desirable Experience

- Experience working on immersive or experiential productions
- Experience managing multi-show days with high audience throughput
- Familiarity with temporary or pop-up venue environments

Personal Attributes

- Calm, decisive and highly organised
- Strong leadership presence
- Solutions-focused with a proactive approach
- Able to balance operational efficiency with audience experience
- Collaborative and team-oriented

NOTES TO APPLICANTS

All applicants must be eligible to work in the UK. You may be required to sign a Non Disclosure Agreement before your interview.

The interview process may involve more than one stage. Candidates who are shortlisted will be contacted with details of next steps. Owing to the high number of applications, we may not be able to respond to all applicants individually. If you have not heard from us within seven days of the application deadline, please assume your application has been unsuccessful.

RECRUITMENT TIMELINE & HOW TO APPLY

To apply, please submit a cover letter and CV to recruitment@nicheproductions.co.uk with the job title in the subject line.

Deadline for applications: **Wednesday 22nd April 2025 at 10:00**. We reserve the right to close applications early should there be a sufficient number of applicants. We will be holding rolling interviews, so we recommend applying early.