



SHOW DUTY MANAGER JOB DESCRIPTION & PERSON SPECIFICATION

Responsible to: Operations Manager

Key relationships: Show Operation and Technical teams, General Management and Producers

Salary: £17.85 per hour, plus accrual of holiday entitlement

Contract: Fixed-Term contract. Flexible working hours (12 weeks, with the possibility of extension)

Deadline for applications: 30th July 2025 at 10am

How to apply: Complete the application form [here](#) including your CV and cover letter.

If you have any questions or are experiencing any difficulties with the application process, please contact workwithus@punchdrunk.com.

OUR HISTORY

Founded in 2000 by Felix Barrett, Punchdrunk has pioneered a game-changing form of theatre which places the audience at the very heart of the action. Listed amongst the **50 most influential artists of the last 50 years** (Sky Arts) alongside Bowie, Sir Steve McQueen and Vivienne Westwood, Punchdrunk disrupts the theatrical norm, creating worlds in which audiences can rediscover the childlike excitement of exploring the unknown.

Its iconic "mask" shows, which redefined the genre of immersive experiences, have been cited amongst **the 40 creative moments that changed culture** (Creative Review), and have found phenomenal success across the globe, with record-breaking productions established in the US, UK and China. *Sleep No More* in New York played to sell out audiences for 14 years from 2011, and in Shanghai the show has been running since 2016, making it the longest running show in the city's history. A new production opens in Seoul this summer. *The Drowned Man: A Hollywood Fable* broke the National Theatre's box office records when it went on sale in 2013. Punchdrunk's 2022 London production, *The Burnt City*, became the company's longest-running show in its home city, coinciding with the opening of its first permanent venue at One Cartridge Place in Woolwich.

In 2024, *Viola's Room* debuted in Woolwich, marking a shift from Punchdrunk's signature mask performances. This intimate, barefoot sensory experience distilled two decades of the company's immersive expertise, using binaural sound to create a deeply personal journey. It premiered At The Shed in New York in June 2025.

Alongside these landmark live theatrical experiences, Punchdrunk has taken its

ground-breaking approach to cross-cultural collaborations in music, tech, fashion and TV: from projects with Rihanna to Jack White, Louis Vuitton to Alexander McQueen, and HBO to Brad Pitt's Plan B Studios – most recently with TV series *The Third Day*, starring Jude Law, Naomie Harris, Katherine Waterston, Emily Watson and Paddy Considine which included the Bafta-nominated live event: *The Third Day: Autumn*: a 12-hour live episode, filmed in one continuous take.

Punchdrunk's past theatrical works include: *Viola's Room*, *The Burnt City*, *The Drowned Man: A Hollywood Fable* (with the National Theatre), *The Crash of the Elysium* (Manchester International Festival), *Sleep No More* (London, Boston, New York, Shanghai), *The Duchess of Malfi* (with ENO), *It Felt Like A Kiss* (with Adam Curtis and Damon Albarn, Manchester International Festival), *Tunnel 228* (in collaboration with The Old Vic), *The Masque of the Red Death* (with Battersea Arts Centre) and *Faust* (in collaboration with the National Theatre).

THE ROLE

Punchdrunk is seeking experienced and proactive Show Duty Managers for the operation of our multi-purpose home in Woolwich and to deliver the operations for Punchdrunk's new groundbreaking show. The successful candidates will manage the daily delivery of a professional, friendly and efficient front of house operation, responding to the needs of audiences. They will oversee the bar operations and work with the Operations Manager on optimising bar service and making the bar commercially successful. They should possess outstanding communication and interpersonal skills, be observant and able to think critically and efficiently, with the ability to maintain a calm and positive attitude in a busy environment.

The ideal candidates will have experience and knowledge of the working practices of a venue and bars, and all that is necessary to ensure its smooth daily operation. The Show Duty Manager's responsibilities include overseeing the Front of House team, The Bars team and the Box Office team on-shift, ensuring employee productivity, monitoring efficiency of all processes and creating a positive work environment. Experience and/or interest in working in a theatrical or music-based environment along with strong awareness of practice within a major live events organisation is highly desired.

Responsibilities:

General

- Maintaining excellent working relationships with staff across the organisation.
- Adhering to Punchdrunk's Company policies at all times
- Attend regular staff meetings, team events and company meetings as required
- To undertake any other reasonable duties as requested by the management

Front-of-House Operations:

- Manage the day-to-day experience and daily operations of the venue
- Provide clear and consistent leadership to the Front of House team, Bar Team and Box Office Team

- Be welcoming and attentive to the needs of our visitors, ensuring an exceptional and consistent level of service from the teams.
- Be confident with customer complaint handling in line with Punchdrunk Policies and Procedures.
- Deliver daily briefings to all teams on essential information and procedures.
- Gather and collate pertinent information to produce effective daily briefing sheets and distribute them to all relevant staff.
- Thoroughly report on all aspects of the show and visitor experience on a show by show basis to the relevant stakeholders.
- Ensure that all staff are punctual, wearing the appropriate uniform and are well presented at all times
- Manage staff performance issues and/or escalate if required.
- Some rostering and payroll responsibilities
- Adhering to all budgets and following financial procedures as designated by the Producers and other relevant members of the team.
- To have regular feedback and debrief sessions with the team and Managers regarding FOH operations, to implement changes.
- Attend access meetings and advocate for the FOH operation and customers on access, including the organisation and implementation of access performances.
- Have a clear understanding of the operational requirements of the venue and the importance of managing audience flow, ensuring the best experience for all our visitors.
- Hiring, inducting and managing all staff including upkeep of a rota system to ensure the venue is suitably staffed at all times in line with the predicted business as per the performance schedule

Food & Beverage:

- Responsible for reconciliation of daily accounts and day to day monies
- Train, and supervise F&B staff to ensure high service standards.
- Maintain a clean, organized, and welcoming environment across all service areas
- Manage inventory, ordering
- Ensure compliance with all food safety, sanitation, and licensing regulations
- Alongside the Operations Manager, monitor financial performance including sales, costs, and profitability metrics. Responding when sales are doing well or less well on specific items.
- Coordinate with internal departments making sure all financial tracking procedures required are implemented

Ticketing:

- Responsible for the daily operation of the onsite box office (Spektrix ticketing system) including opening and closure procedures, as well as managing any discrepancies that may arise including customer ticketing issues.

Health & Safety:

- To maintain a full awareness and understanding of all aspects of each event/show and

working with the venue management team in putting procedures in place to ensure the smooth running of the performances, championing audience safety

- Ensure that the venue is safe and secure for our visitors and our staff
- Maintain a good and up to date knowledge of fire, safety and evacuation procedures and lead the evacuation of the venue in the event of an emergency
- Report and/or record all incidents and accidents on site with the appropriate paperwork and follow up where necessary

Please note the job description is an overview of the type of work the successful candidate will undertake and is not an exhaustive list.

PERSON SPECIFICATION:

ESSENTIAL

- Personal License Holder
- At least two years' experience of working in a similar role
- Ability to work in harmony with a busy theatrical immersive production across the full site
- A problem-solver with a can-do, positive attitude with the ability to communicate in a professional and friendly manner remaining calm and level-headed under pressure
- Experience hiring, training and managing staff
- Ability to undertake administrative work to a high standard, with proficient Microsoft Office skills and ability to learn new systems and processes
- Strong organisational and time management skills with ability to prioritise
- A strong understanding of visitor experience, audience journey and how to maintain a level of outstanding customer service.
- Experience leading a team to deliver an outstanding experience.
- Knowledge of Health and Safety regulations for both public and staff, and experience of monitoring practices and leading in evacuation training.
- A working knowledge of ticketing systems and software (preferably Spektrix)
- Excellent proven customer service skills.
- A flexible and proactive approach to work and hours including evenings, weekends and bank holidays.
- Solution orientated, with a desire to work collaboratively with the team in mounting a brand-new production

DESIRABLE

- An interest in Punchdrunk's work
- L2 Food Hygiene
- Experience of working in a commercial theatrical environment
- First Aid Qualified
- Spektrix Trained

EMPLOYMENT TERMS

- Fixed-term contract
- Pension contribution, following completion of probation period
- 20 days holiday per annum + UK bank holidays
- Place of Work: Punchdrunk's home in Woolwich
- Due to the nature of this role evening and weekend work is required
- £17.75 per hour

NOTES TO APPLICANTS

This is a guide to the nature of the work required. It is not wholly comprehensive and may be reviewed with the post holder and the line manager from time to time.

If you are called for an interview you will be required to sign Punchdrunk Non-Disclosure Agreement in advance of the meeting.

All applicants must be eligible to work within the UK.

HOW TO APPLY

To apply, please complete the application form [here](#), providing your CV and a brief statement (maximum 2 A4 sides) describing your suitability for the position and *specifically* how your experience matches the person specification.

If you have any questions or are experiencing any difficulties with the application process, please contact us at workwithus@punchdrunk.com.

Applicants should provide contact details for two references, and we will seek your permission before making direct contact with any referees. Please note that it is likely we will seek to take up 1 reference for candidates progressing to a second interview, prior to making an offer.

As an Equal Opportunities Employer, Punchdrunk welcomes applications from all sectors of the community, regardless of gender, age, race, sexuality or disability and makes appointments based solely on ability to fulfil the duties of the post. Candidates who are shortlisted for an interview will be given the opportunity to specify any access needs so that appropriate arrangements can be made.

We particularly welcome applicants living in the Royal Borough of Greenwich.

RECRUITMENT TIMELINE

Deadline for applications: 30th July 2025, 10am

Interviews: WC 4th August 2025

Please note that the hours will be ad hoc in the month of August, with the show starting in

September.