Your journey starts here...
An intro from our Chief Executive

I’m Stuart Murphy and welcome to English National Opera.

At ENO there are a few values we live by – we strive to be world class in everything we do – in what we perform on stage, how we treat our customers and how we treat one another inside the company.

The thing that connects us all is that we are here to make world-class opera for anyone.

We sing in English, and our home is the London Coliseum – the largest theatre in the West End of London, designed as a people’s palace of entertainment. We take our commitment to offer accessible pricing seriously, with tickets starting at just £10.

We have an extensive learning and participation programme at the heart of our company, and we offer training, coaching, mentoring and professional development not only to our performers and to the next generation of musical talent, but to all of our staff.

We are fair, honest, transparent and put a premium on excellence – so if you love creating, imagining, supporting brilliant musical and theatrical endeavour, there are few places in the world that offer the scope of what we offer here.

On behalf of all of us, I hope that once you have read this candidate information pack, you will consider applying for this position. We look forward to receiving your application.

Very best wishes,

Stuart Murphy
Chief Executive
“Inspiration is an awakening”

Giacomo Puccini
English National Opera exists for everyone, creating new experiences with opera that inspires, nurtures creativity and makes a difference. Our vision is for lives changed through opera.

We take a fresh inspiring approach to opera to reflect the diversity of our culture.

We believe that opera is a living art form able to connect to people from all parts of our society. We collaborate with a range of artists and art forms as part of our commitment to the future of the art form. We sing in English, as we believe it enhances the emotional connection between performers and audiences.

We encourage creativity throughout the company and our commitment to the future of opera provides a platform to develop outstanding careers.

We are a world-class national company recognised internationally for the standard of our work. We nurture talent across the entire company including a platform for young singers to start and then develop global careers.

We connect to audiences through inspiring, accessible, world-class opera and stimulating, creative participation programmes.

We create our productions for the widest possible audiences and aim to introduce completely new audiences to the magic of opera whether at the London Coliseum, outside of our theatrical home or internationally.

We make our productions accessible by offering a large proportion of tickets at affordable prices, and through our attendance schemes.

We work with a wide range of visiting companies to generate essential revenue and welcome new audiences to share the experience of our theatre.

English National Opera is founded on the belief that opera of the highest quality should be accessible to anyone.
Assistant Front of House Operations Manager (Commercial)

In this role, you will be responsible for supporting the Front of House Ops Manager in overseeing all commercial operations within the department. This includes managing Visiting Company merchandise, in-house merchandise, sales and stock reporting, and discrepancy reporting. Additionally, you will collaborate with the Front of House Management team to ensure exceptional service standards for Visiting Company promoters.

Your role will also involve effectively managing the Front of House team, helping them achieve targets, and providing training, appraisals, and career development opportunities. You will provide effective line management of our casual team members as part of your responsibilities.

A key aspect of the job is maintaining a consistently high standard of customer experience throughout the theatre. Furthermore, you will act as a Duty Manager for various events, ensuring the safety and welfare of all visitors, staff, and others within the building while upholding the London Coliseum’s license conditions.

Reports to:
Front of House Operations Manager

Contract Type
Permanent

Location
London Coliseum

Salary
£32-34k per annum

To Apply
Please send your CV and Cover Letter to workwithus@eno.org by the deadline. Please also submit our Equality and Diversity Monitoring Form.

Deadline: 12:00 noon, Monday 11th September
Assistant Front of House Operations Manager (Commercial)

Duties and responsibilities

Commercial Management:
• Oversee all sales operations, including ice-cream, programmes and merchandise sales to drive commercial revenue.
• Maintain and analyse sales figures, interpret trends, and forecast future sales volumes to maximise profits.
• Ensure secure stock control processes and accurate reconciliation procedures are in place.
• Ensure that orders, deliveries, purchase orders and invoices as well as stock loss and damages are reported and completed in good time to always allow a smooth sales operation.
• Coordinate merchandising for visiting companies, providing timely and efficient sales reports for the finance team and Commercial Producer.
• Ensure smooth and accurate processing of internal sales, in particular sales to our contract partners and stock management of complimentary products.
• Develop plans for increasing department turnover through people management, visual merchandising, and commercial decision-making.
• Manage and maintain all sales equipment, including POS systems.
• Any other duty as reasonably required to ensure the successful running of the front of house department.

Duty Management cont.
• Maintain a proactive and visible presence throughout the building, raising customer service and safety standards accordingly.
• Ensure the theatre is a welcoming environment for all visitors and deal with any customer complaints or issues as the highest point of escalation.
• Ensure strong presentation and standards of all public areas.
• Take responsibility for all visitors and staff in case of emergencies, as well as organising fire drills in accordance with ENO’s evacuation procedures.
• Report any accidents, hazards, and provide efficient resolution to all visitor and staff feedback.
• Ensure VIPs receive appropriate service and enhanced customer experience.
• When acting as Duty Manager uphold the licensing requirements and objectives for the London Coliseum.

Team Management:
• Lead and manage the front of house team, ensuring an exceptional customer experience.
• Recruit, coach, motivate, set targets, and manage the performance of the FOH team.
• Support in the creation and delivery of training for new and current staff members.
• Be responsible for the FOH team’s career development, induction, and appraisal.
Role Title

Person Specification

Essential:
- Proven customer service skills with the ability to work proactively with a wide range of people.
- Experience in managing customer-facing teams, preferably in a theatre Front of House or retail environment.
- Strong organisational and time management skills with a high level of accuracy and attention to detail.
- Ability to work under own initiative, creating and enacting plans to improve sales, service, or operational efficiency, adapting as necessary at short notice in high pressure environments.
- Proficiency in Microsoft Office (Word, Excel, Outlook).
- Strong written and verbal communication skills.
- Experience in stock management, visual merchandising, and using POS systems.
- Strong numeracy skills with commercial awareness.
- Good timekeeping with the ability to work flexible shifts, weekends and evenings on a consistent reliable basis.

Desirable:
- Experience in performance management and HR procedures.
- Experience using Shopify as a POS system.
- Proficient knowledge of Excel with the ability to apply complex functions.
- First Aid trained.
- Knowledge of and enthusiasm for the arts in general.
- Personal License holder
Why work at ENO?

When you join us at ENO, we’ll provide you with an in-depth induction that will introduce you to your role, your department and give you the opportunity to explore all areas of the company.

“My most enjoyable thing about working at ENO is working with a supportive, fun and energetic team”

“The variety of what we do is amazing, from drinks receptions and garden parties, to opportunities to see performances from Stage. Prompt or the Flys - every day is different and exciting!”

“The most enjoyable thing about working in the Development team at ENO is being able to collaborate with everyone in the organisation - Marketing & Comms and Baylis, as well as the teams at the Coliseum so there is a great sense of community within the company”

From our third annual staff survey in May 2021, we found that:

- 92% of people at ENO feel pride in the work they do and the results achieved
- 81% of people plan to be working at ENO in three years from now
- 90% of people know how their work contributes to ENO’s future

Whole Company Staff Benefits

At ENO, we believe our staff are our strongest asset, and we offer support beyond your salary. We will also invest not only in your professional development, but also in your wellbeing.

Our current staff benefits include:

Professional Development
- Annual Professional Development Review to support your personal and career ambitions and achievements

Benefits

ENO and London Coliseum Performances
- Access to complimentary tickets for ENO and selected London Coliseum performances
- Access to a staff rate for ENO performances
- Complimentary tickets to talks, recitals and behind-the-scenes events

Staff Well-Being Activities
- Generous annual leave entitlement
- Access to subsidised activities such as massage and yoga
- Access to an employee assistance programme

Financial Support
- Employer pension contribution of 3%, with employee contribution of 5%
- Digital payslips accessible through mobile apps
- Staff canteen at the London Coliseum
- Star of The Month Scheme
- Employee discount programme through Perks at Work
- Interest-free travel season ticket loans
- Cycle-to-work scheme
- Eye care vouchers
“Imagination creates reality”

Richard Wagner
Confidentiality
Confidentiality is so important in this role and our policy is strict. All information concerning staff, patrons and other ENO business, the disclosure of which could be detrimental to the company, must be held in the strictest confidence and may not be divulged to any unauthorised person at any time.

Data Protection
Data Protection and adherence to GDPR is equally important. We therefore require that computer information should only be accessed if this has been authorised and is necessary as part of the postholder’s work. You will need to be aware of the GDPR 8 key principals, and the Computer Misuse Act 1990.

Health and Safety
Health and Safety is so important at ENO and we would expect that the postholder will be happy to undertake personal responsibility for safety as will be outlined in the ENO safety policy and the Health and Safety at Work Act 1974.

Equal Opportunities
Equal Opportunities is a given. We will expect the postholder to abide by ENO’s policies on Equal Opportunities and Dignity at Work.

Code of Conduct
Code of Conduct is sometimes assumed, but at ENO we will require the postholder to act in accordance with ENO’s Code of Conduct whereby everyone shall be treated in a professional and courteous manner with full regard to the avoidance of discrimination, consistent with current equal opportunities employment legislation.
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