

Applicant Ref: 26LT01
(Office use only)

LYRIC

APPLICATION FORM

CUSTOMER SERVICE MANAGER (MATERNITY COVER)

Thank you for your interest in this position. To apply, please complete this Application Form, and the separate Equal Opportunities Monitoring Form.

Please submit a completed Application form by email to recruitment@lyrictheatre.co.uk with reference 26LT01. Lyric Theatre reserve the right to amend the closing date of the process if required for operational reasons. Applications received after the closing date may not be accepted.

The Equal Opportunities Form can be submitted online by clicking here <https://forms.office.com/e/nzfVg9wAe5>

It is anticipated that Interviews will take place during week commencing 9th March 2026

APPLICANTS, PLEASE NOTE

- Each section (1-7) of this Application Form must be fully completed.
- Applicants should particularly note the contents of the Job Description and demonstrate on their Application Form how they meet the criteria.
- The decision to shortlist will be based solely on the information you provide in this Application Form.
- Only applications containing all the information which has been sought will be considered.
- CVs will not be considered.
- Canvassing will disqualify.
- We will acknowledge receipt of Applications.
- We are planning face to face interviews at The Lyric Theatre. Should this not be possible, interviews will take place via Zoom.
- **The Lyric Theatre is an Equal Opportunities Employer**
We particularly welcome applications from People of the Global Majority, disabled and LGBTQI+ candidates who are under-represented across the sector.
- **Guaranteed Interview Scheme:**
We are committed to fostering an inclusive workplace and actively supporting under-represented groups. If you identify as disabled and meet all essential criteria for this role, you may request to be considered under our Guaranteed Interview Scheme, and we will guarantee you an interview. Please indicate this on your application form.

Please note: this scheme guarantees an interview only — all appointments are made strictly on merit.

Section 1: PERSONAL DETAILS

Just some basic bits to make sure we can contact you about progressing your application.

| | |
|----------------------------------|--|
| Surname | |
| Forename: | |
| Title: | |
| Home Address: | |
| Tel Number (Daytime): | |
| Email Address: | |
| Current Employer (If applicable) | |

Section 2: EMPLOYMENT AND VOLUNTARY EXPERIENCE

If you have an employment history, please share it with us, including any voluntary positions relevant to the Job Description.

| Dates From/To (Month/Year) | Name and Address of Employer | Role Title; Key Responsibilities and Achievements |
|-------------------------------|---------------------------------|--|
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Section 3: TRAINING AND QUALIFICATIONS

Please give details of any other qualifications, training or courses that might be relevant to the Job. Please note that we are not asking for a list of qualifications gained at school, or in further education, other than those required under the Essential Criteria below. We are asking for information you want to share about experience as relevant to the Job Description.

| Dates From/To (Month/Year) | Training Provider | Qualifications or certificates (if any), or Brief Description |
|-------------------------------|-------------------|---|
| | | |
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Section 4: ESSENTIAL CRITERIA (AND DESIRABLE, IF APPLICABLE)

Please give us some detail explaining how you meet each of the criteria. Dates and specific examples would be super helpful.

1. (a) Essential Criteria – Please demonstrate by providing evidence and examples of the following:
2. At least 5 years' relevant experience in a customer service or hospitality role including at least 1 year in a Supervisor or Manager role;
3. Experience of supervising a team;
4. Experience in sales including cash handling, reconciliation, and reporting;
5. At least 1 year using an EPOS system at both user and administrator level;
6. Literacy and numeracy to GCSE level or above;
7. Intermediate IT skills – proficiency in Excel, Word, Outlook;
8. Excellent inter-personal skills in dealing with people at all levels and the ability to handle complaints politely and effectively
9. The ability to work flexible hours, including evenings, weekends, and split shifts

2. Desirable Criteria

- Experience of supervising bar operations including stock control;
- Experience of emergency evacuation;
- Fire safety awareness training;
- Emergency First Aid at Work certificate;
- Experience of working in a food service environment;
- Experience of working / interest in a theatre;
- Facilities Management liaison or supervisor experience.

Section 5: REFERENCES

Please provide details for **two referees** (not relatives) at least one of whom should be familiar with your current or most recent work and hold a supervisory or managerial position.

Please note: Referees will only be contacted **after you have accepted a conditional offer of employment**, and only once you have confirmed we may proceed.

| | | | |
|---|--|---|--|
| Name: | | Name: | |
| Job Title: | | Job Title: | |
| Company / Organisation: | | Company / Organisation: | |
| Address: | | Address: | |
| Postcode: | | Postcode: | |
| Daytime Telephone No: (Please Include dialling code) | | Daytime Telephone No: (Please Include dialling code) | |
| | | | |
| Email address: | | Email address: | |
| | | | |

Please Note: Whilst the information provided in this application will be treated as confidential, applicants should be aware that, in certain legal proceedings, the organisation may be required to disclose this form to certain statutory bodies or as part of an open tribunal process

Section 6: ADDITIONAL INFORMATION

| | |
|--|--|
| Do you have the right to work in the UK? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Do you require any reasonable adjustments to support you during the application or interview process (If yes, please specify below) | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| | |
| Is there any reason you cannot work in regulated activity with children or adults at risk? (If yes, please specify below) | <input type="checkbox"/> Yes <input type="checkbox"/> No |

| | |
|---|--|
| | |
| Guaranteed Interview Scheme Do you wish to be considered under the Guaranteed Interview Scheme <i>(for disabled applicants who meet all essential criteria)</i> ? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <i>If yes, please confirm:</i> | |
| <input type="checkbox"/> I confirm that I identify as disabled and meet all essential criteria for this role. | |
| Please note: Any offer of employment is subject to an appropriate pre-employment checks, including right-to-work verification and, where required, an Access NI check. | |

Section 7: DECLARATION

I confirm that the information provided in this application is truthful and accurate. I have not omitted any facts that could affect my suitability for employment. I understand that any false or misleading statements may result in the withdrawal of an offer or termination of employment.

I acknowledge that any offer of employment is subject to the provision of valid documentary evidence confirming my legal right to work in the UK and receipt of satisfactory references.

I expressly consent to the processing of my personal data contained within this form for the purpose of assessing my suitability for the post. I understand that this data may also form the basis of any subsequent personnel record and will be processed in accordance with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR).

Signed: _____

Print Name: _____

Date: _____

Data Protection Statement

The Lyric Theatre will process the personal data you provide in this application form in accordance with its Privacy Notice for Job Applicants, which is included in your recruitment pack. Your personal data will only be processed where there is a lawful basis to do so, in compliance with applicable data protection legislation.