

The image shows the exterior of a modern building at dusk. A large, illuminated sign with the word "LYRIC" in a bold, sans-serif font is mounted on a wooden panel above a set of concrete stairs. The stairs lead up to a glass-enclosed entrance area. Two people are walking up the stairs. The building's facade is a mix of brick and wood paneling. The sky is a deep blue, and the interior lights of the building are visible through the glass. The overall atmosphere is professional and modern.

LYRIC

Customer Service Manager (Maternity Cover)

Job Description & Application Information

Who We Are

The Lyric Theatre enjoys a special place within Northern Ireland's artistic landscape. As a prolific production house, the Lyric is the beating cultural heart of Northern Ireland – inspiring and entertaining audiences with both new and established plays and helping to launch the careers of some of our most famous actors, directors, and playwrights. The Lyric is a playhouse for all. We are a shared civic space for artists and audiences alike; a creative hub for theatre-making, nurturing talent and promoting the critical role of the arts in society.

As Northern Ireland's only full-time producing theatre, each year we produce 9 or 10 full-scale productions, 2 of which run concurrently at Christmas. We also receive visiting work from touring companies. We stage some 400 performances each year and are the largest employer of theatre practitioners in Northern Ireland. Our modern theatre opened in 2011 and consists of the 390-seat main stage and the 124-seat flexible Naughton Studio. In recent years, the theatre won 4 Irish Theatre Awards, was voted NI's most welcoming theatre, staged co-productions with the Abbey Theatre, Soho Theatre and the Dublin Theatre Festival and toured to New York, London, Glasgow, and Dublin. In 2022, we won Best Play Revival for *Translations* with Abbey Theatre at the UK Theatre Awards, in addition to our Creative Learning department winning Excellence in Arts Education. In 2023 we won Theatre of the Year at The Stage Awards, and Business Contribution to the LGBTQIA+ Community at the GNI Mag Awards, as well as Best Play Revival for *Beauty Queen of Leenane* with *Prime Cut* at the UK Theatre Awards.

There are two group companies. Lyric Theatre NI (The parent company) is a company limited by guarantee and a registered charity and is also the owner and operator of the theatre and the primary recipient of grant funding. Lyric Players Theatre Productions Limited is a wholly owned subsidiary of Lyric Theatre NI and is responsible for producing professional theatre productions and the operation of food and beverage operations within the theatre. The combined turnover of the two companies is in excess of £3.5million. The two companies employ more than 90 employees. For more information on the Lyric Theatre, visit www.lyrictheatre.co.uk.

Our Mission

We are a shared civic space for artists, arts workers, and audiences alike; a creative hub for theatre-making, nurturing talent and promoting the role of the arts in society. Our mission is to **create, entertain, and inspire.**

Our Values

We are welcoming: The Lyric Theatre is an inclusive and accessible space for all: a creative place to play, learn, question, and explore.

We are nurturing: Our goal is to galvanise, and empower all those who work in the arts, whilst nurturing new generations of talent through the Lyric Drama Studio and our Creative Learning and New Writing programmes.

We inspire and entertain: We aim to provide theatre experiences that entertain and inspire; challenging audiences to explore their own and other stories.



Job Description

Job Title

Customer Service Manager

Location

Lyric Theatre, Belfast

Salary

30,500 per annum

Contract

Minimum 9 months (with possibility of extension)

Probation

6 months.

Annual Leave

20 days plus bank holidays (which fall into the period).

Benefits

Auto Enrolment in pension scheme with 3% employer contribution;

Access to free and confidential Employee Assistance Programme;

Comprehensive induction and annual training programme;

Complimentary ticket allowance for Lyric Theatre Productions.

The Customer Services Manager is a key member of the Customer Services and Front of House (CS/FOH) team. They will be the first point of contact for the CS/FOH and Housekeeping team – which consists of 30+ part time and casual staff members – and will be the main support person for the Head of Customer Services.

This role will involve working 5 shifts across all 7 days of the week, including evenings and weekends, and will cover all elements of public interaction within the Lyric Theatre. This includes, but not limited to, managing daytime café service, welcoming public visitors as well as cast and creative personnel for both our own productions and visiting companies, welcoming audiences to our performances, coordinating bar service for a busy performance schedule, and running large scale events such as conferences and weddings.

The role also includes a significant amount of management and administration, so an organised and structured work ethic along with the ability to multi-task is key. The post will require liaising with customers, suppliers, and staff to ensure the smooth running of all elements of FOH and to maximise the customer experience as well as the profitability and functionality of the café bar and kiosk.

Reporting to

Head of Customer Services.

Responsible for

Supervising all aspects of Customer Services including but not limited to café/bar, shows and events, managing FOH teams, and liaising with other departments and visiting companies.

Key Relationships

Customer Service & Housekeeping teams, Executive Producer, Senior Management Team, Marketing, Finance & HR, Admin & Producing.

Working Week

The standard working week will be 40 hours over 5 days however due to the nature of this position some degree of flexibility is required from the post holder to meet the demands of the theatre's schedule.

Purpose of the Post

Main Duties and Responsibilities

Café Bar

- Effectively Managing all aspects of the running of the Café/Bar and Kiosk services;
- Dealing with initial queries and resolving problems and complaints courteously. Ensuring that all complaints are recorded and escalated to the Head of Customer Services when required;
- Responsible for cash handling, and daily reconciliations and reporting using EPOS and CRM systems;
- Ensuring adequate stock in place at all times, including ordering and liaising with suppliers;
- Monitoring and ensuring adequate pricing, in consultation with the Head of Customer Services and Head of Finance, including establishing and reviewing margins, tracking and reporting on profitability, spend per head etc
- Collaborating on sales promotions and initiatives to drive footfall through our café/bar and events etc. working in conjunction with our Marketing team
- Identify opportunities to increase revenue through upselling, promotions, and sales techniques at the Café/Bar & Kiosk, and ensure staff have the appropriate training.
- Take responsibility for all Café/Bar stock including stock takes, rotations and orders and investigate any discrepancies. Ensure that the Café/Bar is compliant with all food safety and Health and Safety requirements and that staff are trained to a high standard ensuring consistent high-quality food and beverages are served to all customers

Events and Performance

- Responsible for Diary management of multiple spaces and events in conjunction with HOCS and wider DM team;
- Ensure complete accessibility needs are identified and correctly provided, and that staff understand the systems in place for patrons with access needs;
- Ensuring adequate pre-shift briefings with Café/Bar and Host teams, ensuring relevant information is disseminated to appropriate teams;
- Management of teams and ensuring they sell and serve beverages, merchandise & confectionery to the customers;
- Coordinate with colleagues on hires, events, weddings, and performance to ensure smooth operations and successful execution and enhance patron engagement and customer satisfaction.
- Co-ordinating the setting up, preparation and clearing of areas used for functions;
- Liaising with Head of Production and the technical/stage management team on issues arising in relation to events, performances or room hires;
- Liaising with Visiting Producers, Senior Producer and Senior Management Team as needed;
- Liaising with wider Management Team on ad hoc events such as weddings in order to ensure this is in keeping with the programme schedule;
- Documenting all communication with events bookers to ensure clarity across the board;
- Responsible for install, set up and break down of events, involving heavy lifting;
- Re-configuration of seating areas, depending on access requirements.

- Management of general HR enquiries and issues relating to the team of staff, with any issues being documented and reported to the Head of Customer Services or Head of Finance and HR in a timely manner.

Staff Management

- Effective management of a large team of staff, including café/bar, hosts and housekeeping;
- Supporting the Head of Customer Services with the management of recruitment, induction and training of staff, probation, performance, conduct and absenteeism.
- Maintaining excellent communication with staff & customers and developing strong relationships with them;
- Ensuring adequate staffing at all times, including preparing and managing monthly and weekly rotas;
- Management of general HR enquiries and issues relating to the department, with any issues being documented and reported to the Head of Customer Services and/or Head of Finance and HR in a timely manner.

Health and Safety

- Primary key holder with responsibility for opening/closing the premises;
- Ensuring the safety of customers and staff whilst in the venue including their safe evacuation in the event of an emergency;
- Dealing with accidents, incidents and near misses effectively. Ensuring that all accidents, incidents and near misses are recorded and communicated to the Head of Customer Services and/or Head of Production;
- Ensuring adherence to all fire safety and health and safety directives where appropriate;
- Assessing and dealing with first aid incidents correctly;
- Assisting on facilities management issues in keeping with the needs of the building, working in collaboration with the wider facilities team.

Admin/Finance

- Management and reporting on payroll, holiday pay, sick leave and any other payroll requirements to Finance;
- The keeping of accurate and timely records when required. In particular rotas, payroll, sales, wastage and stock counts
- Ensuring correct practice is carried out on the sales, purchasing and procurement processed for Customer Services, including generating and issuing orders and invoices to suppliers and customers as required. In particular relating to room hire, catering and technical support for events;
- Ensuring the adherence by staff to all relevant Acts of Parliament, directives, licences, regulations and internal policies and procedures, including the relevant legislation;
- Accurate and efficient handling of all moneys, including recording cash at the start of a shift and reconciling takings at the end of a shift.

Other

- Liaising effectively with other departments as required;

- Having a commitment to carry out duties in the best interests of the Lyric Theatre, its customers, sponsors, artists, and others, adopting and ensuring the highest standards of customer service;
- Co-operation and liaison with managers and staff, to ensure that overall business strategies of the Lyric Theatre are realised;
- Any other duties that may reasonably be required

This list is for guidance only and is not exhaustive. The post holder will also be required to carry out other reasonable duties as required by the line manager.

Personnel Specification

Essential Criteria

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

Desirable Criteria

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

Personal Qualities

Successful applicants will be able to demonstrate the following qualities:

1. Strong inter-personal skills, with excellent written and verbal communication skills;
2. An enthusiastic and flexible approach to work;
3. The ability to plan and manage their own workload;
4. A natural problem solver with the ability to multi-task and prioritise;
5. The ability to prioritise and plan their time effectively;
6. Ability to work and make effective decisions under pressure;
7. Experience with standing for long periods of time, repetition, lifting, bending, and reaching.



How to Apply

Please complete and submit our Application Form, available on our [website here](#), quoting the reference **26LT01** in the subject heading to recruitment@lyrictheatre.co.uk.

You must also complete our **Equal Opportunities Monitoring Form** by clicking here - <https://forms.office.com/e/nzfVg9wAe5> and entering the same reference **26LT01**.

Failure to complete and submit an application that demonstrates how you meet the criteria will result in your application being disqualified. Canvassing will disqualify.

Closing Date

Midday on Friday 6th March 2026

We reserve the right to extend the application deadline, if required, to ensure a comprehensive selection process and attract a strong pool of candidates.

Accessibility

If you require the application in a more accessible format or would like to discuss your application further, please contact recruitment@lyrictheatre.co.uk as soon as possible. We will endeavour to assist with your requests.

Shortlisting

Only those applicants who appear, from the information provided, to be the most suitable in terms of the selection criteria may be called for interview. It is the applicant's responsibility to demonstrate clearly in their application how they satisfy the published selection criteria. It is essential that applicants provide evidence of how they meet the selection criteria, giving examples and specifying exact dates as appropriate. All applications for employment are considered strictly based on merit.

Interviews

It is proposed that interviews for this post will be held in the week commencing 9th March 2026. If you cannot make an offered interview time, we may not be able to give you an alternative.

Disclosure

1. If you are successful after shortlisting, depending on whether you will be working with children and/or vulnerable adults, you will be required to undergo an ACCESS NI check.
2. If you are required to undergo an Access NI check, a copy of their Code of Practice will be made available to you.
3. You will also be required to disclose any unspent criminal convictions as defined by The Safeguarding Vulnerable Groups NI Order 2007 & The Rehabilitation of Offenders (NI) Order 1978. The Lyric theatre has a policy on the Recruitment of Ex-Offenders which can also be made available to you.
4. Disclosure of a criminal record will not necessarily be a bar to obtaining the position within the Lyric theatre. You will, however, be asked to disclose if there is any reason why you cannot work in regulated activity with children or vulnerable adults.

The Lyric Theatre is an Equal Opportunities Employer.

We particularly welcome applications from People of the Global Majority, disabled and LGBTQIA+ candidates who are under-represented across the sector.

