

A full-page photograph of a stage performance. In the center, a woman with curly hair, wearing a dark, long-sleeved dress, is singing into a vintage-style microphone. Her hands are raised in an expressive gesture. Behind her, an orchestra is seated on a raised platform, with a conductor standing and facing them. To the left and right of the singer, two other performers are seated on the stage floor. The stage is lit with blue and purple lights, and large red curtains are visible on the far left and right. The background features a complex metal truss structure.

**opera  
north**

# Opera North Job Pack Visitor Experience Manager



# Opera North's purpose is to create extraordinary experiences every day, using music and opera to entertain, engage, challenge and inspire.

## Our people

Working at Opera North you will be part of a company and group of people committed to fulfilling this purpose. Whatever role you take we will provide you with an induction plan that introduces you to your job and the team you'll be working in, as well as giving you the opportunity to meet colleagues across the company. Our success in delivering against our purpose will be built on the commitment, skills, diversity and well-being of the people who work at Opera North, and we will invest in training to develop our people both professionally and personally, because we believe this strengthens not only our company, but also the wider creative sector.





**Our communities and  
audiences are part of us  
and we are part of them.**





# Our award-winning work tours to theatre stages and concert halls throughout the North and beyond.



## Who we are

Based in Leeds, rooted in the North of England and international in outlook, our award-winning work tours to theatre stages and concert halls throughout the North and beyond, including to London and major international festivals. Alongside touring opera, in Leeds we curate an eclectic artistic programme of gigs, concerts, spoken word and film in the Howard Assembly Room. We aim to make work that is bold, innovative and ambitious, always looking for new ways to share and create with audiences.

## Music for everyone

Opera North believes opera and music is for everyone, and champions diversity in artists, repertoire and audiences. Through our Learning & Engagement team, the Company connects with communities and inspires each generation, aiming to enhance the health and well being of people in the cities, towns and villages where we work through arts participation and performance.

## A new home

In 2021 we moved into our new home, the Howard Opera Centre. It is a world class rehearsal facility for our orchestra, chorus and all the artists we work with, sharing the same building as our new education studio where everyone is welcome to learn about and make music. We have also created a modern flexible working environment for our staff and given our venue, the Howard Assembly Room, a new lease of life with a dedicated entrance and public spaces, together with restaurant and bar in the heart of Leeds.

## Leeds as a capital of culture

Leeds is the only city in England outside of London to have a resident full time opera company, ballet and repertoire theatre as part of a diverse, collaborative and thriving cultural scene. That rich offer has been complemented by a growing tech sector. Surrounded by the stunning Yorkshire countryside including the Dales, Moors and North Sea coastline, Leeds is a fantastic place to live and work.

## Purpose of the role

The Visitor Experience Coordinator supports the smooth day-to-day running of The HAR and its bars. They play a key hands-on role in delivering excellent service, supporting volunteers and staff on shift, helping with artist liaison, and contributing to the commercial performance of the venue through bar operations and hires.

This is a practical, customer-facing role that involves administration, duty management, bar service, volunteer support and event delivery.

The postholder contributes to The HAR's ambition to be one of Leeds' most welcoming and distinctive arts venues.

## Reports to

Visitor Experience Manager

## Key accountabilities

### 1. Operational delivery

- Support the Visitor Experience Manager in delivering seamless visitor and artist experience across events and hires.
- Act as Duty Manager for selected events, ensuring safe, efficient and welcoming FOH and bar operations.
- Supervise casual staff and volunteers on shift, maintaining high standards.
- Prepare the venue for performances and hires (signage, cleanliness, stock, customer information).
- Work alongside bar staff during busy periods, ensuring efficient service and good customer care.
- Liaise with Technical and Facilities teams to ensure smooth event turnaround.
- Coordinate with Box Office so FOH can respond to basic ticketing enquiries when the Box Office is closed.





## 2. Artist liaison and hospitality

- Welcome visiting artists on arrival, show them to the green room and provide venue information.
- Ensure the green room is tidy and stocked with rider hospitality items, refreshing as needed.
- Manage non-technical paperwork (PRS, sign-in sheets, rider checklists, merchandise settlements).
- Escort artists through public areas when needed, ensuring audience flow is managed.
- Set up and staff merchandise tables, handling sales, card readers, float and reconciliation.
- Provide artists with essential information (start times, intervals, audience flow, house rules).
- Support artist involvement in intervals and post-show activity such as meet-and-greets.

## 3. Administrative and financial support

- Liaise with promoters, visiting companies and external vendors to confirm logistics, rider requirements, merchandise details and invoicing.
- Assist in the administration of private hires, maintaining accurate records, booking forms and timely follow-up with clients.
- Process and reconcile bar income, floats and card machine reports, ensuring accurate submission to Finance.
- Support procurement processes for FOH supplies, bar stock, equipment and consumables, ensuring value for money.
- Maintain up-to-date records for compliance (health and safety, safeguarding, licensing), risk assessments, volunteer training logs and technical checklists.





#### 4. Visitor experience and communications

- Deliver outstanding customer service to visitors, clients and artists, handling enquiries and feedback with confidence and professionalism.
- Support the Audiences team with visitor communications relevant to The HAR, including programme changes, show information or venue updates.
- Assist with small-scale social media activity for The HAR (e.g. capturing photography or behind-the-scenes content) in line with Opera North's tone and brand.
- Promote The HAR membership offer to visitors where appropriate, ensuring FOH teams understand benefits and key messages.
- Help embed accessible and inclusive customer service practices across FOH operations.
- Contribute ideas to improve the visitor journey and highlight opportunities to increase dwell time and secondary spend.

#### 5. Collaboration and team support

- Work closely with Facilities to ensure public • Support the Visitor Experience Manager in scheduling casual staff and volunteers, ensuring effective shift coverage.
- Help recruit, train and support volunteers, ensuring they feel valued, welcomed and well prepared for their roles.
- Work closely with the contracted food partner and external caterers as required to ensure smooth delivery of food and beverage for events or hires.
- Support the Commercial Sales Manager and Visitor Experience Manager with private hire coordination, ensuring all client needs are clearly understood and delivered to a high standard.
- Contribute to cross-departmental projects that enhance operations, visitor experience or commercial opportunities.

#### 6. Compliance and safety

- Ensure all front-of-house and bar activity complies with health and safety, safeguarding and licensing requirements.
- Be trained as a Fire Marshal and First Aider (training provided if required).
- Ensure accurate incident reporting and escalation of any safety concerns to the Visitor Experience Manager or General Manager.



# Person specification

## Essential

- Experience working in a customer-facing role in a live performance, hospitality or events venue.
- Strong organisational and administrative skills with excellent attention to detail.
- Confidence handling financial and operational data (e.g. cash reconciliation, invoicing, EPOS reporting).
- Experience supervising staff or volunteers and supporting a positive, customer-focused culture.
- Experience of bar operations, including serving drinks, maintaining stock, and following hygiene and safety procedures.
- Excellent interpersonal and communication skills, with the ability to liaise professionally with colleagues, artists and clients.
- Willingness to work evenings and weekends on a rota basis as Duty Manager.
- Commitment to Opera North's values of inclusivity, quality and accessibility.

## Desirable

- Experience using venue management or EPOS systems.
- Knowledge of cellar management and line cleaning.
- Experience creating or posting content for social media platforms, especially Instagram.
- First Aid and Fire Marshal qualifications (or willingness to train).
- Interest in music, performance or the arts.





The Flying Dutchman 2025: James Glossop

## Terms and conditions

**Contract type:** Full-time, permanent

**Salary:** £29,000 per annum

**Hours of work:** 40 hours per week, with evening and weekend work

**Holiday entitlement:** 33 days inclusive of 8 statutory holidays, per annum

**Pension:** Opera North will automatically enrol you into the company pension scheme upon appointment and after 3 months' service will contribute equivalent to 5.5% of your basic pay, should you meet the current legislative criteria. You will be required to make a personal contribution of 2.5% of your basic pay. We reserve the right to make future changes to our pension arrangements.

### Equity, diversity and inclusion

We promote equity, diversity and inclusion in our workplace and make recruitment decisions by matching our needs with the skills and experience of the candidate. As we work to address underrepresentation in our workforce, we are particularly keen to hear from applicants from the global majority or those with other protected characteristics.

The successful candidate must have the right to work in the UK or be ready to obtain it.

### General responsibilities of everyone who works for us:

- Represent the company values and purpose to create extraordinary experiences everyday
- Work collaboratively and co-operatively with all team members and take an active part in team meetings and discussions
- Be an ambassador for Opera North and follow our policies and procedures
- Play your part in ensuring that everyone who comes through our door is welcomed and treated with respect

### How to apply

To apply for this role, please send a CV and covering letter via the Hireful website.

If you need any help completing your application including any adjustments to the application process, and if you are applying under the Disability Confident Committed scheme please contact [appointments@operanorth.co.uk](mailto:appointments@operanorth.co.uk) to make us aware.

**Good luck with your application and we look forward to hearing from you.**



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