

CASUAL FRONT OF HOUSE DUTY MANAGER

Position Title: Casual Front of House Duty Manager
Terms of Contract: Casual

Background

The Art House, Wyong Shire Performing Arts and Conference Centre (The Art House) is a performing arts centre located in Wyong town centre on the Central Coast. The Art House is a catalyst facility for the region and supports local and touring professional community and amateur arts, as well as conferences and functions. Its program consists of hires, purchased productions and in-house productions.

The Art House comprises:

- a 500 seat Proscenium Arch Theatre with automated full fly tower
- a flexible Studio Theatre space with a 130 people seating capacity (and the ability to use the space for rehearsals, performance, functions and conferences)
- display foyer with café and bar
- box office
- catering facilities (including a commercial kitchen)
- a meeting room

PRIMARY FUNCTION

The Front of House Duty Manager will be responsible for delivering high standards in welcoming, hosting and serving all visitors to The Art House. During a performance/event, the Front of House Duty Manager will lead the casual Front of House staff which includes bar staff, box office staff, ushers and merchandise sellers to ensure outstanding customer service outcomes, and the health and safety of audiences and staff in the venue.

The Front of House Duty Manager will provide an experience to patrons, hirers and artists that is engaging, welcoming and inviting, whilst providing superior service in an efficient, friendly and professional manner.

The Front of House Duty Manager will be an energetic individual, with a passion and love for live Theatre and previous experience of leading a team, delivering the highest standards of customer care in a similar environment and an ability to motivate and inspire others to maintain those same standards.

SUPERVISION	
Reporting to	Venue Services Manager
Direct reports	Casual Front of House staff including Ushers, Bar Staff, Box Office Staff, and Merchandise Sellers during events/performances.
SKILLS AND CAPABILITIES	
Technical	<ul style="list-style-type: none"> • Demonstrated ability to work independently under pressure, making sound decisions and meeting deadlines. • Experience in the use of ticketing or similar CRM and booking systems in a retail business environment. • Ability to communicate effectively with staff and customers in order to provide excellent service and foster strong relationships. • Cash handling and eftpos.
Personal Attributes	<ul style="list-style-type: none"> • An ability to communicate with, and gain co-operation and assistance, from ushers, patrons, contractors, members of the public and other employees in operating the venue. • A commitment to providing the best possible outcomes for staff and customers consistently. • Ability to work effectively both independently and in a team environment. • Good level of written and verbal communication skills. • Ability to deal calmly and positively in a demanding customer service environment and remain calm whilst working under pressure. • Approachable demeanour and ability to communicate and advocate the work of the theatre.
ROLE	
Key Result Areas	Key Activities
Audiences and Visitors	<ul style="list-style-type: none"> • Ensure the theatre is a welcoming environment for all visitors and audience visiting the venue or attending a show. • Make sure the venue is open on time, ensuring front of house areas are clean, presentable and safe. • Deal with any customer questions or issues that may arise. • Offer support and guidance to patrons with accessibility requirements attending the venue, becoming familiar with the access provisions the theatre offers and ensuring barriers for audience with access needs are minimised. • Responding positively to feedback in line with policies.

<p>Front of House</p>	<ul style="list-style-type: none"> • Oversee all Front of House Areas: Bar, Box Office, Foyers and the audience inside the theatre. • Hold briefings with staff to pass on show information and any other necessary information pertaining to the venue. • Answer any questions from the Front of House team with regard to current event or fire evacuation procedures. • Ensure the team are distributed effectively and delegate tasks to staff to ensure all areas of the venue are taken care of. • Deal with any seating or ticketing issues that may occur, assisting Box Office should they require help. • Help the Bar staff with setting up Bar tills and getting the Bar ready. • Assist with Ticket checking and ushering patrons to seats. • Provide support in all areas when needed: Box Office ticket collection, Bar services, and Ushering at theatre doors. • Accurate reconciliation of bar takings, adhere to cashing up procedures and monetary handling processes. • Management of latecomers and Supervision of patrons during performances. • Setting up for special events and functions, operation of temporary bars and clearing up post-event (manual handling required). • Ensure the safety of the public and staff by monitoring the front of house areas and making regular inspection rounds. • Cleaning and tidying of internal and external venue areas.
<p>General</p>	<ul style="list-style-type: none"> • Opening and closing venues. • Customer sales. • Write a show report following events and performances • Provide excellent customer service and communication skills. • Liaise with Management and Staff. • Flexible availability especially for evening and weekend, with availability for events when required. • Other duties as required.
<p>QUALIFICATIONS AND EXPERIENCE</p>	
<p>Qualifications</p>	<p>Essential</p> <ul style="list-style-type: none"> • Current RSA Competency Card • Current First Aid Certificate <p>Desirable</p> <ul style="list-style-type: none"> • Class C Driver's License • Certificate IV or equivalent experience in Administration • Training in Occupational Health and Safety and Emergency Management <p>Note: Copies of the above listed Qualifications/Licences/Certificates are required as evidence on appointment.</p>

Experience	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated previous experience in leadership role in customer service. • Computer literacy with exposure to ticketing software and competency in Microsoft Word and Excel. • Well-developed analytical and problem-solving skills. <p>Desirable</p> <ul style="list-style-type: none"> • Bartending. • Experience in the Performing Arts sector, ticketing outlet or box office.
RELATIONSHIPS	
Key Internal Stakeholders	<ul style="list-style-type: none"> • Staff, visiting artists, visiting touring staff, service contractors, suppliers, venue caterers, and Council services.
Key External Stakeholders	<ul style="list-style-type: none"> • Hirers, producers, artists, touring companies, sponsors, press, members, benefactors, parents, industry associations, service organisations and the general public of the Central Coast region.
SPECIAL CONDITIONS	
Records Check	<ul style="list-style-type: none"> • The applicant must submit to an annual Working with Children Check.
Conditions of Employment	<ul style="list-style-type: none"> • Casual Front of House Duty Manager are employed and paid under the conditions of the Live Performance Award. • The physical requirements of the position are consistent with those of a FOH/Bar worker in a theatre company. These requirements are, but not limited to prolonged periods of standing, being able to lift and carry weights up to 20 kilograms. You agree to advise the Company of any pre-existing injuries or conditions that may arise that might inhibit you within requirements of the position. • Flexibility is essential as shifts may vary over a seven-day roster, including day, evening and weekend work.

The above position description reflects the essential functions of the position at this time, however this list is not finite and duties may change as required.