

FRONT OF HOUSE MANAGER

POSITION DESCRIPTION

Position Title

Front of House Manager

Reports to

Venue Manager

Works closely with

FOH & Events Manager, Bar Supervisor and FOH casual team, Box Office staff, operations and technical staff

Position Summary

The Front of House Manager is responsible for the co-ordination and supervision of Front of House operations at The Coopers Malthouse. The role includes oversight of the Bar and Bookshop and works closely with other teams that deliver service directly to the public including Box Office, Café and hirer events.

The objective of the position is to effectively manage the Front of House operation in order to deliver consistently excellent service levels to patrons in an environment that is welcoming, professional and safe. The Front of House Manager acts as Chief Warden and is the most senior staff member on site, when the Venue Manager or Operations Manager are not on shift.

This is a part-time position, working 22 hours across evenings and weekends (including at least one Sunday per calendar month). The position is classified as Production and Support Staff Level 10 of the Live Performance Award 2010.

MEASURABLE OUTCOMES

1. An exceptional standard of customer service provided to audiences, hirers, patrons and stakeholders
2. Leadership and management of a motivated and engaged casual FOH team, including assistance with recruitment, induction and training
3. Compliance with OHS and other legal requirements and a proactive approach to venue safety, emergency procedures and problem-solving
4. Effective communication and collaboration with the FOH team and across the company

KEY DUTIES AND RESPONSIBILITIES

Customer Service

- Work to ensure an exceptional experience for all venue patrons, hirers and visitors.
- Work collaboratively with the Venue Manager, Box Office Manager and Café to review operations, set customer service standards and monitor customer service feedback.
- Demonstrate leadership and an ability to be proactive in facilitating customer service and effectively managing customer-related issues.
- Effectively communicate with a range of key stakeholders, including company staff and Board, audiences, external companies, contractors and the general public.

Operations

- Duty management of Front of House during performances including the briefing and supervision of casual FOH team, nightly reporting and additional venue tasks
- Maintaining up-to-date knowledge of present and future events taking place at The Coopers Malthouse and providing timely and accurate information to Front of House team members
- Close liaison with production teams, including visiting companies, regarding any show-specific Front of House requirements
- Oversee the bar operations in collaboration with the Bar Supervisor
- Regularly complete housekeeping checks of Front of House areas and follow up to ensure that any issues are resolved.
- Communicate effectively and provide leadership to create and maintain a positive culture for staff, external hirers, and guests

Emergency Procedures and Venue Health and Safety

- Act as Chief Emergency Warden during performance periods and other times as required, overseeing the safe evacuation of the premises, if required.
- Ensure the security and safety of people and property through the practice of hazard identification and control. Participation in risk assessment processes if required.
- Enforce Responsible Service of Alcohol (RSA) requirements and provide support to Bar staff.
- Co-ordinate the immediate organisational response to emergencies during performances.
- Administration of first aid to staff, audiences and patrons when required.
- Implementation of building security procedures, including full building lock up.
- Ensure all incidents reporting is filled out and sent to Venue Manager

Planning, Human Resources and Administration

- Resource planning in consultation with the Venue Manager and Bar Supervisor for provision of FOH and Bar Services when required
- Attendance and participation at Staff, Bar/FOH Team and Events Meetings
- Identify training needs or opportunities for the Front of House and Bar Team and work with the Venue Manager to design and deliver appropriate training
- Regular review and refinement of Front of House operational processes in collaboration with the Venue Manager, including benchmarking against other high-quality venues with the objective of achieving continuous improvement.

Regulatory and Contractual Compliance

- Ensuring FOH staff understand and adhere to Malthouse Theatre's Policies and Procedures
- Maintaining an awareness of and compliance with relevant regulations and legislation, including:
 - o Building regulations
 - o Occupational Health and Safety Act 2004
 - o Non-smoking policy
 - o Industrial relations agreements, including the Live Performance Award 2010
 - o Health department regulations
 - o Public and employee safety requirements
 - o Emergency evacuation procedures
- Maintaining any venue-related sponsor requirements as advised by the Venue Manager

SELECTION CRITERIA

1. Demonstrated high level of experience in Front of House Management
2. Team leadership experience including performance management of staff
3. Strong interpersonal skills including proven ability to build positive client relationships and resolve customer issues
4. Certificate in Responsible Service of Alcohol (RSA)
5. Training in Occupational Health and Safety and Emergency Management
6. Current First Aid certificate

TO APPLY

Submit your current CV and responses to each of the Selection Criteria (max 4 pages)

Please email your application to:

Aaron Rowlands, Venue Manager

Email: careers@malthousetheatre.com.au

Applications close 5pm on Monday 18 September 2017. Late applications will not be considered.

For more information about the position, please contact **Aaron Rowlands, Venue Manager** on 03 9685 5161