

POSITION DESCRIPTION

Position Master:	NT001
Position Title:	Duty Front of House Manager
Location:	The National Theatre Melbourne 20 Carlisle Street, St Kilda 3182
Position Award/Level:	Live Performance Award – 13.2 – Level 11
Employment Type:	Casual
Salary Level:	\$33.10 per hour
Department:	Venue Operations / Theatre
Reports To:	5.0 Venue Operations Manager 5.1 Administrator
Key Reports:	NT010 FOH Service Attendant (Usher) NT011 FOH Bar Attendant NT012 Box Office Attendant External Ticketing Staff Contract Catering Staff and Volunteers
Related Positions:	NT010, NT011, NT012

PRIMARY PURPOSE

To be responsible for the coordination and supervision of front of house operations for events at The National Theatre Melbourne.

Coordinate hirers' front of house/catering/box office/events requirements.

Ensure the delivery of a customer-focused, industry best practice service.

ORGANISATIONAL REQUIREMENTS

All aspects of this position will be performed by the incumbent to:

- maintain an awareness and compliance of emergency evacuation procedures
- satisfy The National Theatre Melbourne's liquor licensing requirements
- meet The National Theatre Melbourne's Code of Conduct and values
- contribute to and support the achievement of The National Theatre Melbourne's goals and objectives
- align with authorised National Theatre Melbourne policies, guidelines, and procedures
- support and contribute to customer service and a positive team-focused work environment
- protect one's safety and the safety of other workers through safe work practices.

ACCOUNTABILITY & EXTENT OF AUTHORITY

The **Duty Front of House Manager** is accountable to the Venue Operations Manager and is responsible for effective and efficient front of house operations for events and performances at The National Theatre Melbourne.

The Duty Front of House Manager may be required to make immediate decisions when handling customer requests. Decisions about customer issues, as well as advice offered to other staff, must be based on a sound knowledge of the theatre and its procedures and must be reported to the Venue Operations Manager as required.

All customer and staff information must be maintained as strictly confidential.

The Duty Front of House Manager must understand and observe all authorised National Theatre Melbourne policies and procedures.

KEY ACCOUNTABILITIES

Service Delivery Specifications

1. Effectively manage the front of house operation for events in order to deliver consistently excellent service levels to hirers and patrons in an environment that is welcoming, professional and safe. Coordinate the delivery of front of house event services to ensure hirer/user compliance with operating procedures and the workplace health & safety requirements of the venue. (25%) *
2. Liaise with hirers, box office, and technical staff to coordinate the timely commencement of performances, efficient traffic of patrons, maintenance and appearance of the foyer and public spaces, and security of the building to ensure patron enjoyment and safety. (20%) *
3. Supervise the operation of the box office, bars and food & beverage services for events, including staffing, management and nightly reconciliation, ensuring compliance with the venue's liquor license and "House Policy". (20%) *
4. Liaise with hirers regarding their events and coordinate their front of house/catering requirements, merchandise, latecomers, backstage riders, pre- and post-show functions and operational staff. Liaise with all relevant operational departments to ensure the smooth delivery of high quality, customer-focused services for events. (15%) *
5. Identify, respond to and manage any incidents involving staff and patrons. In the case of an emergency, ensure the safe evacuation of the venue in conjunction with the Technical Manager and rostered staff, in accordance with the venue's emergency evacuation procedures. (20%) *

(*Weighting: % of time key accountability is required)

SELECTION CRITERIA

Essential Criteria

1. Demonstrated experience in hospitality/catering services in a venue or facilities operations environment, with a sound understanding of the entertainment industry, event ticketing, technical production, and venue management.
2. Demonstrated ability to supervise operational staff, to help build a customer-focused cohesive team, and an ability to manage multiple projects/activities.
3. Highly developed and effective interpersonal, communication and customer service skills with proven ability to work as part of a small team.

4. Sound operational cash management and related administration skills, including word processing and reporting, general computer skills and stock control.
5. Demonstrated knowledge of workplace health & safety requirements, including risk assessment, in particular in a modern venue and facilities environment.

(*Weighting: % of time key accountability is required)

Mandatory Criteria

- Current Working with Children Check (or ability to obtain)
- Current Responsible Service of Alcohol (RSA) Certificate
- Experience in cash handling and procedures
- Ability to work flexible hours, including evenings and weekends.

Desirable Criteria

- Current Level 2 First Aid Certificate
- Previous experience in coordinating volunteers
- Current Victorian "C" class Driver's Licence
- Previous experience in front of house operations, and with ticketing software
- Knowledge of, or interest in the Performing Arts.