

## Front of House & Ticketing Administrator Position Description

Position Master:	NT000
Position Title:	Front of House and Ticketing Administrator
Location:	The National Theatre Melbourne 20 Carlisle Street, St Kilda VIC 3182
Position Award/Level:	Educational Services (Post-Secondary Education) Award 2010  Level 7.2 General Staff
Employment Type:	Full Time (38 hours per week)
Salary Level:	\$61,868.56 + 10.5% Superannuation
Department:	Theatre / Venue Operations
Reports To:	Venue Operations Manager
Key Reports:	5.2 Contract Cleaning Staff NT001 Duty Front of House Manager NT010 FOH Service Attendant (Usher) NT011 FOH Bar Attendant NT012 Ticketing Attendant

The historic 783-seat National Theatre (established in 1974) is an integral part of The National Melbourne, which also houses The National Drama School (est 1936) and The National Ballet School (est 1939).

### **PRIMARY PURPOSE**

The position works under the general direction of the Venue Operations Manager.

The position is responsible for delivering customer-focused, industry best practice, front-of-house services. This includes the rostering, coordination, and supervision of front of house staff, liaison and coordination of hirers' front of house and catering and event requirements.

The position is responsible for providing efficient, professional and customer focused event ticketing services for the benefit of all clients/hirers and customers/audiences.

## **ORGANISATIONAL REQUIREMENTS**

The role must adhere to the following guidelines, laws, policies and procedures.

- Emergency Evacuation procedures
- Liquor Licensing requirements
- The National Theatre's codes of conduct and values
- The National Theatre's goals and objectives
- The National Theatre's policies, guidelines, and procedures
- Workplace health and safety regulations

## **ORGANISATIONAL RELATIONSHIPS**

**Reports to:** Venue Operations Manager

**Supervises:** Casual ticketing, front of house and casual bar staff.  
Contract catering staff and volunteers.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

This position is accountable to the Venue Operations Manager and is responsible for effective and efficient front of house and ticketing operations at the National Theatre.

The Front of House and Ticketing Administrator 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 venue and its procedures and must be reported to the Venue Operations Manager as required.

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

Understand and observe the National Theatre Workplace Health & Safety, Ticketing, Liquor Licence & related procedures.

**KEY ACCOUNTABILITIES**

**WEIGHTING**

% of time key accountability is required

**Service Delivery Specifications**

<p>1. In conjunction with the Venue Operations Manager manage the day-to-day operations and administration of the front of house services of the venue, including training/rostering staff, maintaining casual staff records, and ensuring front of house procedures are developed and maintained. Oversee external catering services, ensure the effective delivery of event services and hirer/user compliance with operating procedures and Workplace, Health &amp; Safety requirements of the venue.</p>	<p>25%</p>
<p>2. Supervise and coordinate ticketing operations, including management of the internal ticketing system (ENTA), building ticketed events, handling box office sales and enquiries, accounting and reporting procedures, staff training and providing high quality customer services to clients &amp; patrons.</p>	<p>25%</p>
<p>3. Liaise with hirers regarding their events and coordinate their front of house/catering and box office/ticketing requirements, including, merchandise, patron management, backstage riders, pre and post show functions and operational staff.</p> <p>Liaise with all relevant venue operational departments and staff to ensure the smooth delivery of high quality, customer focused services for events, including working alongside the Marketing Manager to deliver EDMs and maintain the 'What's On' Section of the website.</p>	<p>25%</p>
<p>4. Supervise the operation of the bars and food &amp; beverage services, including staffing, preparing event/function briefs, stock control and ordering, POS management and training ensuring compliance with the venue's liquor license &amp; "house policy". Stock control and ordering for stationery/office supplies, as well as cleaning supplies.</p> <p>Liaise with the Accounts Manager for cash management and basic banking operations.</p>	<p>25%</p>

**SELECTION CRITERIA**

**Essential Criteria**

1. Demonstrated experience in hospitality/FOH services in a venue or facilities operations environment, with a sound understanding of the entertainment industry, box office procedures, event ticketing and venue management.	20%
2. Demonstrated ability to supervise operational staff, including the development, monitoring and application of rosters and an ability to manage multiple projects/activities.	20%
3. Highly developed and effective interpersonal, communication and customer service skills with proven ability to work as part of a small team.	20%
4. Sound operational cash management and related administration skills, including word processing and reporting, general computer skills and stock control.	20%
5. Demonstrated knowledge of workplace health & safety requirements, in an office environment, including risk assessment especially in modern venue and facilities environment.	20%

**Mandatory Criteria**

<p>Current "Responsible Service of Alcohol Certificate"          Working with Children Check          Current Level 2 First Aid Certificate          Understanding of ticketing software &amp; box office operations.          Experience in cash handling and procedures          Ability to work flexible hours, including evenings and weekends          Current Victorian "C" class driver's license</p>
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**Desirable Criteria**

<p>Experience with ENTA/Vivaticket is highly regarded          Previous experience in coordinating volunteers          Knowledge of or interest in the Performing Arts</p>
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**Authorities**

This position description meets the capability requirements of the position.

Venue Operations Manager: ..... Date: .....

Chief Executive Officer: ..... Date: .....