

## Front of House and Bar Manager Position Description

Position Title:	<b>Front of House and Bar Manager</b>
Location:	The National Theatre Melbourne 20 Carlisle Street, St Kilda VIC 3182
Position Award/Level:	Live Performance Award [MA000081]  Level 6 Production and Support Staff
Employment Type:	Part Time (20 hours per week – Variable Time) Fixed Term contract – 12 months
Salary Level:	\$30,160.00 + 11% Superannuation
Department:	Theatre / Venue Operations
Reports To:	Venue Operations Manager
Key Reports:	NT001 Duty Front of House Manager NT010 FOH Service Attendant (Usher) NT011 FOH Bar Attendant

The National in St Kilda endures as a magnificent 783 seat live performance venue and home to emerging and established independent artists in Australia's creative arts industry. We also nurture emerging talent through our two esteemed training institutions; The National Drama School was the original actor training institution in Australia and The National Ballet School has been training dancers for over 80 years. Both schools provide exceptional tuition by professional teachers for students of all ages and performance experience.

### **PRIMARY PURPOSE**

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

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

The position is responsible for delivering customer-focused, industry best practice, front-of-house services. This includes the FOH duty management, bar management, rostering, coordination, and supervision of 29 casual front of house staff, catering and event requirements.

## **ORGANISATIONAL REQUIREMENTS**

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

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

## **ORGANISATIONAL RELATIONSHIPS**

**Reports to:** Venue Operations Manager

**Supervises:** Casual front of house and 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 the effective and efficient front of house operations at the National Theatre.

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

All casual front of house and bar staff work under the general direction of the Front of House and Bar Manager.

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

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

**KEY ACCOUNTABILITIES**

**WEIGHTING**

% of time key  
accountability is  
required

**Service Delivery Specifications**

<p>1. Lead the front of house operation during event hours to deliver consistently excellent service levels to hirers and patrons creating an environment that is welcoming, professional, and safe.</p> <p>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 Duty Technician and rostered staff, in accordance with the venue’s emergency evacuation procedures.</p> <p>Tasks include:</p> <ul style="list-style-type: none"> <li>● Open up, close and secure the FOH of the theatre</li> <li>● FOH Management for events</li> <li>● Supervise Bar operations and food and beverage services</li> <li>● Prepare FOH notes and reports</li> </ul> <p>KPIs: Aim for excellent FOH team morale. Actively improve customer service. Actively improve bar sales.</p>	<p>60%</p>
<p>2. Manage the day-to-day operations and administration of the front of house services of the venue. Ensure procedures are developed and maintained and that Workplace, Health &amp; Safety requirements of the venue are upheld.</p> <p>Coordinate the delivery of front of house event services to ensure hirer/user compliance with operating procedures.</p> <p>This Includes:</p> <ul style="list-style-type: none"> <li>● Rostering and timesheet management (via Deputy platform)</li> <li>● Casual team communications and positive messaging</li> <li>● Create event briefs in line with hirer information provided by the Ticketing Administrator</li> <li>● Maintaining casual staff records (via Employment Hero)</li> <li>● Handling payroll queries from casual FOH staff</li> <li>● Casual staff training</li> <li>● Stock control, stocktake and ordering for bar supplies, as well as cleaning supplies.</li> <li>● Procedures review</li> <li>● Price reviews</li> </ul> <p>KPIs:</p>	<p>30%</p>

Actively improve all FOH procedures. Actively improve stock ordering focused on larger margins.	
3. Liaise with hirers regarding their events and coordinate their front of house and event needs including, catering, merchandise, patron management, backstage riders, pre and post show functions and operational staff. Liaise with all relevant venue operational staff to ensure the smooth delivery of high quality, customer focused services for events.  KPIs: Aim for 100% positive feedback from hirers. Set up a feedback avenue for hirers and customers	10%

## **SELECTION CRITERIA**

### **Essential Criteria**

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

### **Mandatory Criteria**

Current "Responsible Service of Alcohol Certificate".  
Working with Children Check (or ability to get).  
Current Level 2 First Aid Certificate.  
Ability to work flexible hours, including evenings and weekends.  
Experience in cash handling and procedures.  
Previous experience in front of house operations.  
Excellent time management skills.

### **Desirable Criteria**

Knowledge of or interest in the Performing Arts.  
Experience in using Deputy rostering software.  
Previous experience in coordinating volunteers.

Current Victorian "C" class driver's license.

**Authorities**

This position description meets the capability requirements of the position.

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

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