

HOW TO APPLY

Front-of-House Operations Manager – Fixed-term contract (9 months).

All applications must include the following:

1. A current CV including:
 - a. Full name
 - b. Phone number/s
 - c. Email address
 - d. Mailing address
 - e. Contact details for two referees.

2. Responses to the selection criteria. You should directly respond to each of the Essential and Desirable criteria outlined in the position description. Your application **may not be considered** if this is not included.

Notes for addressing the selection criteria:

Please include a short paragraph describing how you meet each of the selection criteria (essential & desirable) listed in the Position Description (see below). It is helpful to give examples wherever possible. You should include details that highlight the experience, skills, knowledge, and qualifications that you would bring to the position.

Applications for this position **close at 5.00pm on Friday 22nd October 2021**. Applications should be emailed directly to recruitment@merrigong.com.au

If you require further information about the position, please email Rachel Francis, General Manager: rfrancis@merrigong.com.au



Position Description

POSITION: FOH Operations Manager

CATEGORY: Fixed-Term contract (9 months), full-time – 38 hours per week

The FOH Operations Manager is responsible for managing Merrigong's visitor services. This is a proactive, hands-on position supporting Merrigong's theatre season and hirer events. This position works with the Front of House, Box Office, and Food & Beverage teams to ensure the highest standards of visitor services are delivered consistently and to ensure our venues are operated in a safe and secure manner at all times.

The FOH Operations Manager is responsible for ensuring staff and volunteers are appropriately trained and supervised along with staff performance management and development as required.

The FOH Operations Manager will review, monitor, and develop procedures and processes which will support delivery of an excellent visitor experience at all times.

POSITION OBJECTIVES:

In order to meet the objectives of Merrigong's strategic plan this position will:

1. Work collaboratively with all the Front of House teams to effectively implement Merrigong's Service Delivery Plan and review the plan annually.
2. In collaboration with the Box Office Manager, recruit, manage and develop the Front of House, Box Office and Food & Beverage teams to ensure visitor service and satisfaction is delivered to the highest standards, with a hands-on management style.
3. Take an active role in ensuring the safety of all visitors and staff using the venue's front of house services and facilities.
4. Manage, motivate and develop a team of volunteers and ensure a robust volunteer program.
5. Assist in other areas that contribute to the Visitor Experience.

KEY RESPONSIBILITIES:

Objective 1

- Produce and maintain effective procedural guidelines for all activities within the Front of House areas and recommend improvements following regular review.
- Assist the F&B Coordinator to ensure procedural guidelines are in place for all activities within the Food and Beverage operations, including financial and stocktake procedures, and recommend improvements following regular review.
- Assist the Box Office Manager to ensure procedural guidelines are in place for all activities within the Box Office operations and recommend improvements following regular review.
- Monitor all Front of House aspects of the Visitor Experience (including FOH, Box Office, café and bars) and develop and implement strategies aimed at improving the visitor's experience.

- Collaborate with other departments to actively influence decisions that affect the implementation of the Service Delivery Plan across the entire organisation.
- Ensure the highest level of maintenance and presentation of all the Front of House facilities. Monitor cleaning standards in all areas and report unsatisfactory standards to the Production & Technical Manager to follow up with the contract cleaners.
- Be the key contact for visitors with disabilities when they visit Merrigong's venues and ensure that their visit is supported as per their needs. This responsibility to be delegated as required.
- Deal with verbal complaints and special requests from visitors when on duty.
- Liaise with the Assistant to the CEO to ensure complaints from visitors in relation to FOH, BO or F&B services are responded to promptly. Review and implement improved processes whenever necessary.

Objective 2

- Maintain a hands-on approach to FOH Management including taking a minimum of 2 or 3 FOH Manager shifts per month.
- Be responsible for all casual Front of House staff, including recruitment, induction, training and supervision.
- Roster and be the main point of contact for Front of House staff and volunteers. Delegate as required.
- Monitor staff performance and conduct appraisals of FOH staff as detailed in the Service Delivery Plan.
- Collaborate with the Box Office Manager to ensure appropriate induction and training is implemented for new Box Office staff.
- Support the Box Office Manager in monitoring staff performance and conducting appraisals of Box Office staff as detailed in the Service Delivery Plan.
- Ensure the F&B Coordinator provides appropriate induction and training for new F&B staff.
- Ensure the F&B Coordinator monitors staff performance and conducts appraisals of F&B staff as detailed in the Service Delivery Plan.
- Ensure the FOH Managers and the F&B Coordinator fully brief the staff regarding the day's events and performances at the beginning of each shift.
- Identify the training and development needs of FOH, BO and F&B staff ensuring that these are delivered through the staff development program.

Objective 3

- Ensure that all Workplace Health and Safety regulations are adhered to within all Front of House areas, including the café and bars and that best industry practice is applied.
- Undertake regular in-house training sessions as a Fire Warden and train casual and volunteer Front of House staff in the centre's evacuation procedures.
- Ensure all FOHM and F&B supervisors are appropriately trained to be Fire Wardens.
- Monitor and ensure staff and volunteer certifications are current with regard to Fire Warden training, RSA, Food Handling and First Aid qualifications.

Objective 4

- Recruit, motivate and maintain a positive team of volunteers.

- Ensure the company's volunteers are appropriately equipped including initial inductions, training, and refresher sessions.
- Coordinate FOH volunteer shifts and monitor volunteer performance.
- Ensure the Company's volunteer program is robust, interesting, and regularly reviewed and updated as required.

Objective 5

- Co-ordinate the administrative functions of the Front of House operations.
- Ensure all internal signage for events and performances is correct and well displayed liaising with Marketing staff as required.
- Ensure café presentation is to a high standard with particular attention to signage, menu availability, display of food items and general POS presentation.
- Liaise with F&B Coordinator and marketing staff to ensure the online messaging regarding café opening times are correct across all the online platforms, website information is correct, and that regular marketing of the Social is occurring.
- Ensure that hirer and show estimates and reconciliations regarding FOH staffing information is completed in a timely manner.
- Provide timely and accurate reporting of information to the company's management regarding staffing levels, timesheets, Front of House reports, Food and Beverage results and any other information requested.
- Liaise with hirers and other visiting companies regarding their Front of House needs, including merchandising, program sales and any specific requirements.
- Maintain an up-to-date knowledge of Box Office systems by covering a minimum of 2 or 3 Box Office shifts each month to support box office duties, including ticket sales and collection, and any other duties as directed by the Box Office Manager.
- Attend meetings as considered appropriate. As a minimum attend the Event Delivery meeting and weekly staff meeting to ensure awareness of service delivery requirements.
- Assist the bar and café staff to monitor all venues to ensure alcohol is consumed responsibly.

SKILL REQUIREMENTS:

Essential Criteria

- Front of House or Customer Relations experience
- Cash handling and reconciliation skills
- Current Responsible Service of Alcohol accreditation
- Experience with Microsoft Office software (Outlook, Word, and Excel). Capable of adopting new software systems as required.
- Current Senior First Aid accreditation
- Availability to work evening & weekend shifts

Desirable Criteria

- Knowledge of the performing arts industry
- Experience working in a box office

- Knowledge of Work Health and Safety
- Experience in staff recruitment, training, rostering and supervision
- Previous exposure to ticketing system and event management system

Attributes

- High level of initiative.
- Able to work well in a small, busy team.
- Attention to detail.
- Used to communicating with a diverse range of people and enjoying it.
- A positive and approachable attitude.
- A commitment to a safe and efficient working environment.

SPECIAL CONDITIONS

Available to work evenings, weekends, and flexible shifts as required.

Additional hours may be required during busy weeks.

Other responsibilities in keeping with the role of the position, as requested by the General Manager or Artistic Director / CEO.

ORGANISATIONAL RELATIONSHIPS:

Reports To: General Manager

Direct Reports: F&B Coordinator, Head Chef, FOH Casual staff and F&B Casual staff

Internal Liaisons: Box Office Manager and Box Office Casual Staff and all other staff

External Liaisons: Performing arts companies, artists, venues, tour co-ordinators, promoters, local organisations and groups, council staff, Visitors & suppliers etc.