



Position Description

POSITION: Front of House Manager (FOHM)

CATEGORY: Permanent – Full Time (38 hours)

The Front of House Manager is responsible for managing and delivering Merrigong's exemplary level of customer experience. This is a proactive, exciting, and hands-on position supporting Merrigong's theatre season and hirer events to provide a welcoming and safe Front of House environment for audience, patrons, visitors, and staff alike. This position requires a hands-on leader who will manage and oversee a team of Front of House staff and volunteers on a weekly roster with shifts spread over weekdays, evenings, and weekends with duty managing and administrative hours.

The Front of House Manager works closely with the other Visitor Experience departments; Box Office and Food & Beverage, to ensure the highest standards of venue presentation, facilities and service are delivered consistently in a safe, secure and welcoming environment.

POSITION OBJECTIVES:

1. Lead the end-to-end Front of House (FOH) Operations to effectively plan and deliver high quality events and experiences for all patrons, customers, hirers and visiting companies.
2. Develop, lead, and maintain a professional, motivated, and experienced Front of House team to deliver a high-quality visitor experience to all who attend the venues.
3. Ensure the safety of all visitors and staff when in attendance or utilising the venue's Front of House services and facilities and ensuring these environments are both accessible and welcoming for all people and communities in our region.
4. Develop a diverse and committed team of volunteers as part of a robust and engaging volunteer program.

KEY RESPONSIBILITIES:

Objective 1

- Work with both internal teams and external companies to understand client requirements, ensure the smooth delivery of all FOH operations including event times, merchandise, venue set-up and event logistics to deliver exceptional events and experiences.
- Liaise with internal teams to ensure a high level of venue presentation including all communication and signage is up-to-date and accurate, and all spaces are safe providing an exemplary customer experience.
- Act as the main FOH Manager on duty for events and performances with a minimum requirement of duty managing 6 events per month.
- Accurate reporting of staffing levels, merchandise and petty cash reconciliations, Front of House reports and any other information requested.

- Accurately and promptly undertake financial tasks supporting the venue hire process including provision of cost estimates and event reconciliations.
- Adhere to event or general budgets where required in terms of rostering, training and FOH expenses and consumables.
- Produce and maintain effective procedural guidelines for all activities within the Front of House areas and recommend improvements following regular review. Ensure these processes and procedures remain up-to-date, relevant and reflect best practice supporting a high level of service delivery.
- Support the Visitor Experience Manager to develop and implement strategies aimed at improving the visitor's experience.
- Monitor customer satisfaction to generate repeat business, referral, and positive word of mouth. Respond to complaints as per Merrigong's internal complaint process or escalate to Visitor Experience Manager where required.

Objective 2

- Responsible for all Front of House staff and volunteers including assisting with recruitment and onboarding, inductions, training, supervision, and general staff management.
- Roster sufficient staff and volunteers for all shows ensuring compliance with the Live Performance Award 2020 (LPA).
- Ensure staff are fully briefed regarding the day's events and performances at the beginning of each shift.
- Identify the training and development needs of the FOH team including volunteers to ensure all staff are knowledgeable and equipped to successfully perform their roles.
- Regularly review relevant processes and procedures to ensure these remain up-to-date, relevant and reflect best practice to support a high level of service delivery.

Objective 3

- Ensure that all Workplace Health and Safety regulations are adhered to within all Front of House areas; relevant foyers, within performance spaces and any public area including the external boundary of each venue, ensuring that best industry practice is always applied.
- Act as Chief Fire Warden and First Aid Officer whilst working in a FOHM capacity.
- Provision of regular in-house training sessions for Front of House staff and volunteers including Fire Warden training and evacuation procedures.
- Monitor and ensure staff and volunteer certifications are current with regard to Fire Warden training, RSA, and First Aid qualifications where required.
- Ensure all FOHM are knowledgeable and are equipped to act in an emergency in all venues.

- Responsible for documenting, reporting, and following up on any WHS concerns or incidents in a timely manner using the internal Merrigong Incident Report process.
- Monitor cleaning standards in all areas and report unsatisfactory standards to the Production & Technical Manager to follow up with relevant staff or contractors.
- Liaise with internal teams to ensure communication, signage and FOH operations and delivery are in line with Merrigong's values, particularly with regard to inclusivity and diversity, to ensure all persons feel welcomed and safe inside our venues.
- Be a key contact for visitors with disabilities and or accessibility requirements when they visit Merrigong's venues ensuring their visit is supported as per their needs. Delegate as required.
- Ensure all FOH staff and volunteers are appropriately trained and well-versed in how best to meet the needs of those with access requirements.

Objective 4

- Responsible for the recruitment, induction and training of FOH volunteers.
- Coordinate FOH volunteer shifts and regularly monitor volunteer performance.
- Engage with the volunteer pool on a regular basis to ensure they are actively involved with Merrigong's operations and feel as if they are part of our team.
- Review volunteer program on a regularly basis to ensure it is a mutually beneficial program for both community members and the organisation.

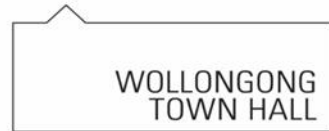
ORGANISATIONAL RELATIONSHIPS:

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| Reports To: | Visitor Experience Manager |
| Supervisors: | All Front of House Staff including security and volunteers |
| Internal Liaisons: | All Merrigong staff, security, supervisors, volunteers |
| External Liaisons: | Patrons, hirers, and other visiting companies |

SKILL REQUIREMENTS:

Essential Criteria

- At least 3 years Front of House or Customer Relations experience (Arts Industry desirable)
- Understanding of Workplace Health and Safety
- Experience in leading and managing a team
- Current Responsible Service of Alcohol accreditation
- Current Senior First Aid accreditation
- Cash handling and reconciliation skills
- Experience with Microsoft Office software (Outlook, Word, and Excel).
- Available and willing to work evening & weekend shifts where required, committing to a minimum of 6 event shifts each month.
- Able to remain calm and lead in an emergency or evacuation setting (if/when required)



Desirable Criteria

- Knowledge of the Performing Arts Industry
- Experience with event management and ticketing software or a strong capability to understand and adopt new software systems as required.
- Experience leading or working with persons with disability

Attributes

- High level of initiative.
- Ability 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.

OTHER CONDITIONS

Attend company meetings as required.

Other tasks in keeping with the role, as requested by the Visitor Experience Manager or General Manager