

CITY RECITAL HALL

POSITION DESCRIPTION

Position Title:	Front of House Assistant
Reporting to:	Audience Experience Manager
Direct Reports:	none
Term:	Part Time (56 hours per fortnight on a flexible fortnightly roster including evenings and weekends) 1 year fixed-term contract

PRIMARY PURPOSE OF THE ROLE

The Front of House Assistant supports the Audience Experience Manager to efficiently and effectively deliver Front of House operations.

KEY ACCOUNTABILITIES

- Coordinate Food and Beverage requirements, including bar and function pre-production planning and arrangements.
- Accurately reconcile and record cash takings and prepare cash collection and floats.
- Provide regular, current and accurate reports on food and beverage sales, merchandise and functions, and cash reconciliation.
- Order, accept, check and unpack stock deliveries.
- Adhere to and assist with stock control procedures, and coordinate monthly stocktake.
- Ensure all cash and stock is kept safely whilst on the premises.
- Ensure equipment (including but not limited to staff uniforms, linen, glassware, crockery, cutlery) are kept clean, in working order and maintained/ serviced as required is kept in working order and maintained/ serviced as required.
- Ensure Front of House service and storage areas are clean, presentable and adequately stocked with service items (clean crockery, glassware, cutlery, dishwashing sundries, clean tea towels etc.) and replenished as required.
- Support rostering and timesheet sign-off for Front of House staff.
- Support the Audience Experience Manager in the development of Front of House procedures and training manuals.
- Perform other related duties as required to ensure the smooth running and excellent customer service delivery of Front of House activities.
- Work closely with the Audience Experience Manager to measurably drive sales growth.

- Undertake bar and function pre-production planning and arrangements (including sourcing and quoting for special requests, riders, Back of House catering requirements etc.) in liaison with the events team as required.
- Provide regular, current and accurate revenue and expense reports on food and beverage sales and cash reconciliation reporting.
- Undertake related duties as required

KEY CHALLENGES

- Provide accurate and timely cash reconciliations
- Provide accurate and timely reports, including monthly stocktake and revenue and expense reports on food and beverage.
- Support the Audience Experience Manager to effectively coordinate operations that are delivered primarily by a team of casual and changing staff.

KEY RELATIONSHIPS

Who	Why
Internal	
Audience Experience Manager	Provide support across all areas of Front of House operations from administration to stock handling and control. Perform related duties as requested.
Business Manager & Finance Administrator	Provide accurate and timely cash reconciliation. Provide accurate and regular expense and revenue reports on food and beverage, functions and merchandise sales.
Duty Manager	Maintain appropriate communication and support as required.
Bar and Function Supervisors, Front of House Attendants	Regularly liaise to ensure appropriate administration and other support.
Concert and Event team	Undertake Front of House and function pre-production planning and arrangements as required.
External	
Cash collection service	Order change within defined parameters.
Catering and other Front of House suppliers and vendors	Order supplies and obtain best available price and stock volumes. Within procurement guidelines, order bar stock and catering consumables.

DELEGATED AUTHORITY

- Works within defined budget, customer service and safety standard operating procedures
- Within procurement guidelines, order bar and catering stock and consumables.

RECRUITMENT: POSITION PROFILE

The organisation

City Recital Hall Limited, a not-for-profit company, produces, promotes, presents and facilitates a vibrant, enterprising, diverse and inclusive program of over 270 concerts and events each year at City Recital Hall.

The company produces and presents its own curated program of performances and events annually, and supports a regular client base including Australian Brandenburg Orchestra, Australian Chamber Orchestra, Musica Viva, Pinchgut Opera and Sydney Symphony Orchestra.

The Hall is also available for hire for concerts and events presented by not-for-profit arts and community organisations, commercial concert promoters, educational institutions and corporate companies.

The role

The Front of House Assistant supports the Audience Experience Manager to efficiently and effectively deliver Front of House operations.

This role juggles administration and on-the-floor duties, requiring the ability to juggle competing priorities in a busy, fast paced and challenging environment with minimum supervision. A flexible approach to working hours is required, with occasional evening and weekend work.

SELECTION CRITERIA

Essential

1. Excellent administration skills
2. Excellent interpersonal, communication and customer service skills.
3. Accurate and efficient cash handling and reconciliation skills.
4. Excellent attention to detail.
5. Ability to take initiative and resolve queries in a practical and positive manner.
6. Ability to work as part of a team, including liaising with a team of casual staff.
7. Ability to work under pressure and juggle competing priorities.
8. Positive and flexible approach to work (weekend and evening work may be required)
9. Current NSW Responsible Service of Alcohol (RSA) photo competency card.
10. Working knowledge of Microsoft Office (Word and Outlook) and strong excel skills

Desirable

1. A working knowledge of Front of House and/or bar operations, including inventory and stock control.
2. Experience and/or interest in the Performing Arts environment.

KEY PERFORMANCE INDICATORS

1. Accurate and timely reporting.
2. Effective management and inventory of food and beverage stock.
3. Maintenance of high standards of venue presentation.
4. Detailed knowledge of the venue, its facilities and capabilities.