

**POSITION DESCRIPTION
Deputy House Manager**

OUR PURPOSE

City Recital Hall Limited was established as a not-for-profit company in 2015. Our world-class performance space is located in Angel Place in the heart of Sydney's laneway precinct.

We create exceptional live music experiences for our audiences and artists that reflect the acoustic quality and intimacy of City Recital Hall.

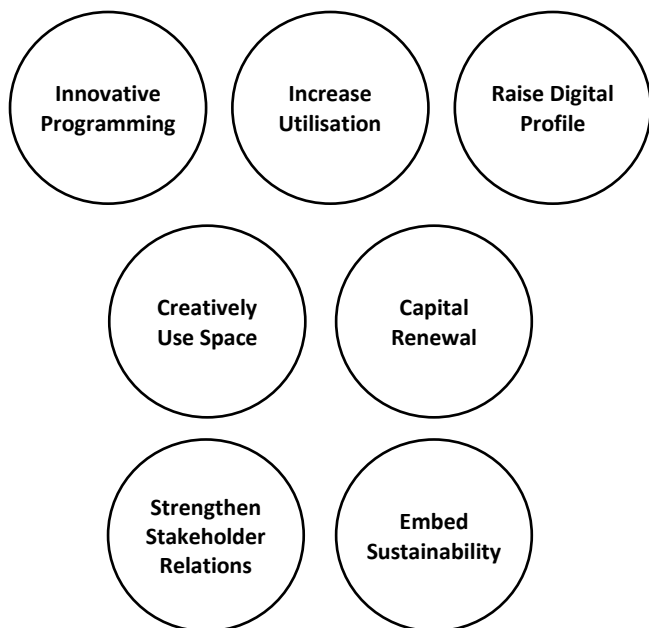
We welcome everyone with respect, joy and care.

We strive to achieve our cultural, social and economic potential as a landmark Sydney cultural destination.

Our Values

- **Connection** - we cherish the relationship between audiences and artists
- **Imagination** - we ignite bold creativity and innovation
- **Excellence** - we build trust through quality
- **Sustainability** - we aim to be cultural leaders for the future

OUR STRATEGIC FOCUS AREAS

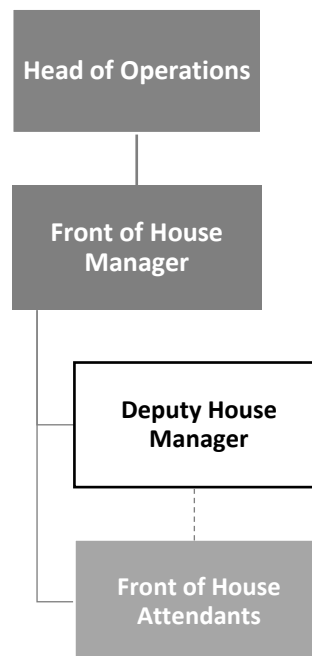


MY PURPOSE

The Deputy House Manager works closely with the Front of House Manager to delivery friendly and courteous customer service to all visitors to the venue with a flexible and professional approach. This role leads Front of House staff and supervises bars and functions.

The position requires a flexible approach to working hours, including evening and weekends, and will serve as House Manager when the Front of House Manager is absent.

REPORTING LINE



KEY RELATIONSHIPS



POSITION DESCRIPTION

Deputy House Manager

MY RESPONSIBILITIES

Responsibilities

Duties

- **Front of House Management:** Provide exceptional customer service according to house policy; maintain venue cleanliness and presentation; resolve service issues in the first instance where possible; maintain knowledge of performances to assist patrons; assume front of house management as required
- **Leadership & Human Resources:** With the Front of House Manager, provide leadership to and supervise Front of House team in food and beverage knowledge and service; develop a positive team culture; assist in recruitment, induction and training of casual staff; assist with rostering and timesheet approval
- **Resources & Administration:** Oversee accurate cash handling and reconcile takings and floats; assist the with ordering, inventory management and stocktake to minimise wastage; assist with show reports; maintain equipment as required
- **Workplace Health and Safety:** Act as Chief Warden during performances and take control of emergency procedures including evacuation where necessary; assist with in-house emergency training sessions; enforce the Responsible Service of Alcohol and Liquor Licence conditions; adhere to best industry practice and all relevant WHS regulations

Performance Indicators

- Maintain consistently high customer service levels, balancing customer expectations with timely delivery
- Retain detailed knowledge of the organisation’s emergency evacuation procedures and be able to implement them confidently and competently
- Completion of all duties within assigned timeframes

MY ATTRIBUTES, SKILLSET AND BEHAVIOUR

Criteria

Essential

- An ability to multi-task efficiently and calmly under pressure to meet event deadlines
- Excellent interpersonal and communication skills
- Rostering, inventory management, cash handling and reconciliation skills
- Current NSW Responsible Service of Alcohol (RSA) photo competency card
- Current NSW Working with Children Check clearance for paid employment
- Current NSW Food Safety Supervisor (FSS) qualification

Desirable

- First Aid Certificate
- Experience in the Performing Arts environment

Experience

- A minimum two years’ experience in hospitality and bar supervision
- Demonstrated ability to lead a diverse team

Attributes and Behaviours

Connection

- Support staff in responding to audiences

Imagination

- Envisage new ways to improve service

Excellence

- Deliver consistently high customer service

Sustainability

Support a positive team culture