

**POSITION DESCRIPTION**

**Front of House Business 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.

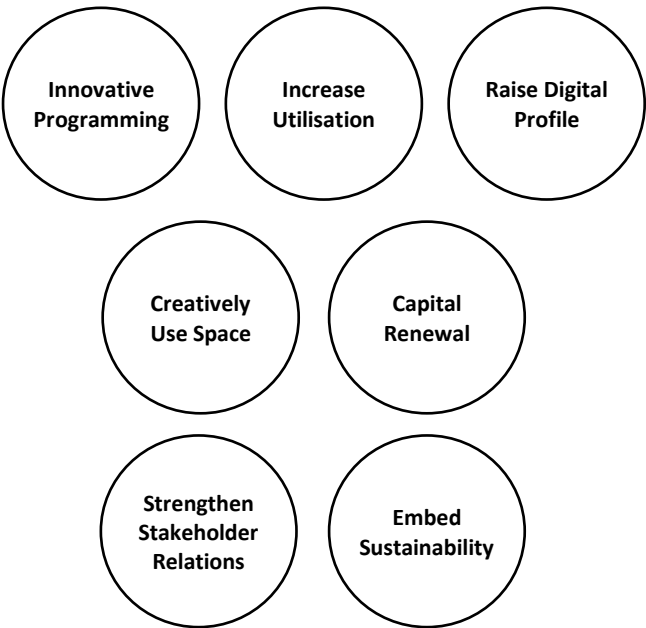
We welcome everyone with respect, joy and care.

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**

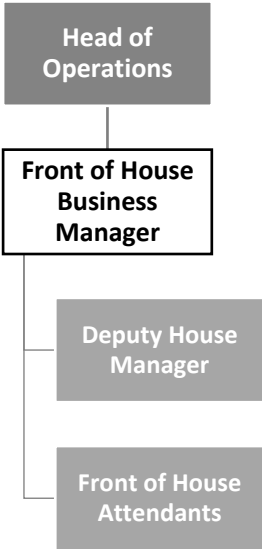
The Front of House Business Manager proactively leads the Front of House team, bringing vision and strong leadership qualities to deliver exceptional customer service; and driving operational efficiency and financial outcomes for a sustainable food and beverage business.

The position works in close collaboration with other departments in event planning, coordination and delivery to ensure excellent administrative, customer experience and operational outcomes.

A key focus for this role is developing consistently high-quality hospitality offerings, including versatile and event-appropriate menus and service standards for theatre bars and intimate catered functions.

The Front of House Business Manager is responsible for ensuring the quality of the Front of House operations and overall customer experience, including managing the floor on a rostered basis. Floor management is delegated to the Deputy House Manager as required.

**REPORTING LINE**



**KEY RELATIONSHIPS**



## POSITION DESCRIPTION

### Front of House Business Manager

#### MY RESPONSIBILITIES

##### Responsibilities

###### Duties

- **Teamwork and Customer Service:** Lead, recruit, and train the Front of House team in all aspects of service delivery across ushering, bar, catering, cloakroom, and venue security activities; contribute to comprehensive planning to ensure smooth event delivery; resolve complaints and incidents in the first instance where possible; review Front of House policies and procedures where appropriate.
- **Hospitality Management:** Oversee food and beverage menu development, operations, and stock control; develop strategies to drive sales growth and make recommendations to Executive, meet or exceed profit margins, and align product offerings to audiences; maintain equipment as required.
- **Administration:** Manage rosters and approve timesheets, oversee safe and accurate cash handling processes; manage point of sale reconciliations for food and beverage and merchandise sales; liaise with Finance to provide timely stocktake, revenue and expense reporting as required.
- **Workplace Health and Safety:** Act as Chief Fire Warden when on duty (or delegate to Deputy) during performances and take control of emergency procedures including evacuation where necessary; undertake regular in-house emergency training sessions; enforce Responsible Service of Alcohol and Liquor Licence conditions; adhere to best industry practice and all relevant WHS regulations; participate in the Work Health and Safety Committee.

###### Performance Indicators

- Maintain consistently high customer service levels across diverse events
- Maintain and develop sales growth and profitability from food and beverage offerings
- Retain detailed knowledge of the organisation's emergency evacuation procedures and be able to implement them confidently and competently
- Balance delivery of customer service standards and customer expectations with professional conflict resolution techniques in dispute situations

#### MY ATTRIBUTES, SKILLSET AND BEHAVIOUR

##### Criteria

###### Essential

- Proven administration, rostering, inventory management, cash handling, reconciliation and reporting skills, with extensive experience managing bars or similar establishments; and beverage menu development
- An ability to multi-task efficiently and calmly under pressure to meet event deadlines
- Excellent interpersonal, negotiation, diplomacy, and communication skills
- Current NSW Responsible Service of Alcohol (RSA) competency card
- Current NSW Working with Children Check clearance for paid employment

###### Desirable

- Current First Aid Certificate
- Qualifications or experience in events management

##### Experience

- Minimum five years' experience managing a Front of House team at a performing arts, hospitality, or similar venue
- Demonstrated leadership of a diverse team to deliver excellent public facing customer service
- Demonstrated ability to drive sales growth and maintain profitability margins

##### Attributes and Behaviours

###### Connection

- Support staff in responding to audiences and hirers, engage with patrons

###### Imagination

- Envisage new ways to engage audiences

###### Excellence

- Deliver consistently exceptional customer service and exciting menu options for various audience demographics

###### Sustainability

- Increase profitability to support the organisation's future