

POSITION DESCRIPTION

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.

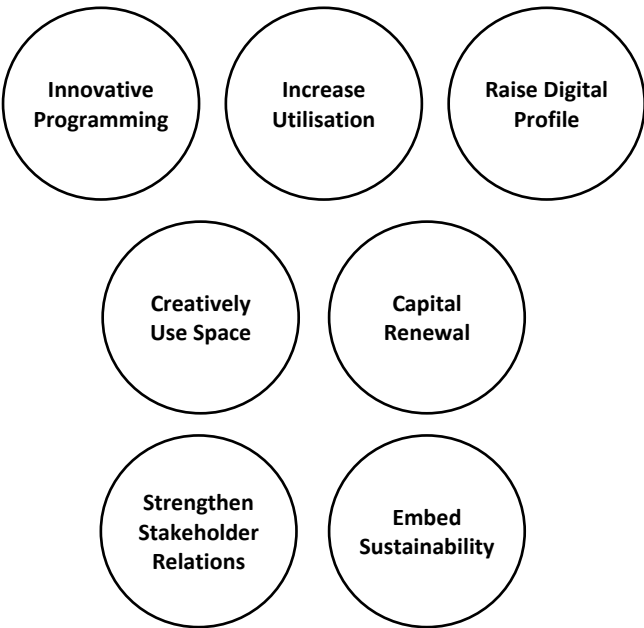
We welcome everyone with respect, joy and care.

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

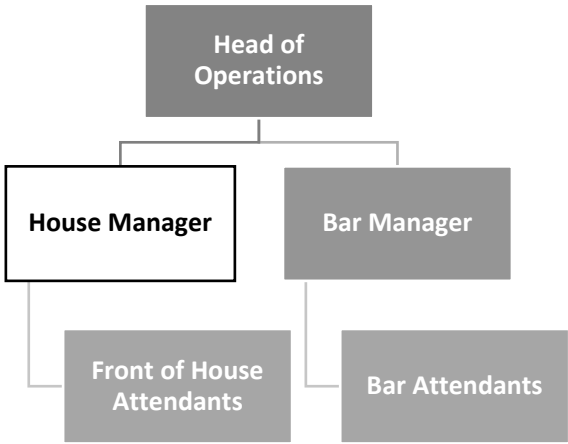
The House Manager proactively leads the Front of House team, bringing vision and strong leadership qualities to deliver exceptional customer service, operational efficiency and public safety for a 1238-seat concert hall.

The position works in close collaboration with other departments in event planning and delivery to ensure excellent customer experience and efficient, cost-effective operational outcomes.

The role manages all aspects of the Front of House service and works closely with the Bar Manager, Stage Manager and Ticketing Manager to deliver a seamless, premium service to our patrons across a wide range of demographics.

The House Manager is responsible for ensuring the quality of the Front of House operations and overall customer experience, including staff rostering, people management and managing operations on the floor during performances.

REPORTING LINE



KEY RELATIONSHIPS



POSITION DESCRIPTION

House 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, cloakroom, emergency preparedness and venue security activities; contribute to event planning to ensure seamless delivery; resolve complaints and incidents in the first instance and understand when to escalate issues; continuously improve Front of House policies and procedures.
- **Staff Management:** Manage a team of casual Front of House Attendants, rostering efficiently to meet performance requirements, staff availability and Enterprise Agreement conditions. Build customer standards and consistency across the team and manage staff performance to ensure standards are met.
- **Administration:** Manage rosters and approve timesheets, oversee safe and accurate cash handling processes; manage cloakroom services and third-party merchandise sales; liaise with Finance to provide timely income and expense reporting as required.
- **Workplace Health and Safety:** Act as Chief Fire Warden (or delegate to Deputy) during performances and take control of emergency procedures, including evacuation where necessary; deliver 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, team management and reporting skills, with extensive experience managing real-time customer interface and a largely casual workforce
- An ability to multi-task efficiently, problem solve and lead calmly under pressure to meet event deadlines
- Excellent interpersonal, negotiation, diplomacy, and communication skills
- Experience and confidence in taking a leadership role in emergency response
- Current NSW Responsible Service of Alcohol (RSA) competency card (or willingness to train)
- Current NSW Working with Children Check clearance for paid employment

Desirable

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

Experience

- Minimum five years' experience managing a Front of House team at a professional performing arts, hospitality, or similar high profile public venue
- Demonstrated leadership of a diverse team to deliver excellent public-facing customer service
- Demonstrated ability to manage a diverse casual staff pool and develop effective operational teams

Attributes and Behaviours

Connection

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

Imagination

- Envisage new ways to engage audiences and enhance experiences

Excellence

- Deliver consistently exceptional customer service for various audience demographics

Sustainability

- Develop a strong team culture; foster return business through excellence in customer relations