

POSITION DESCRIPTION

Stage Door Concierge

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.

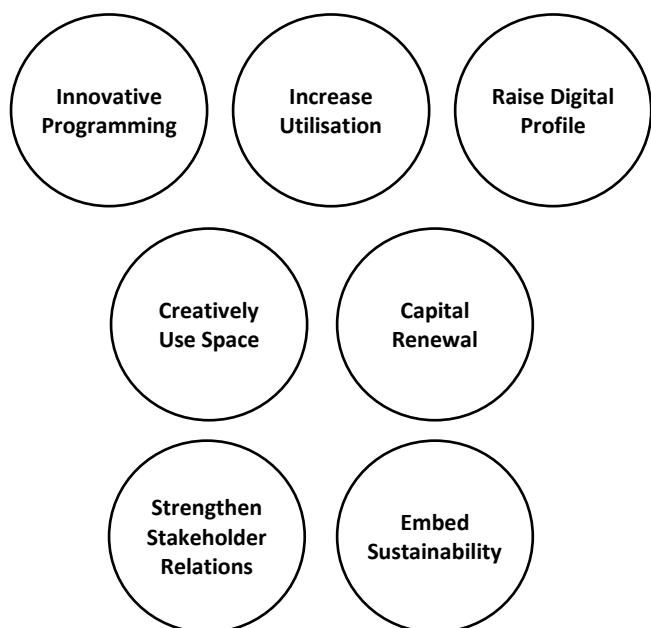
We welcome everyone with respect, joy and care.

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 Stage Door Concierge provides a welcoming, safe, and secure entry to the back-of-house spaces for artists, staff, and contractors.

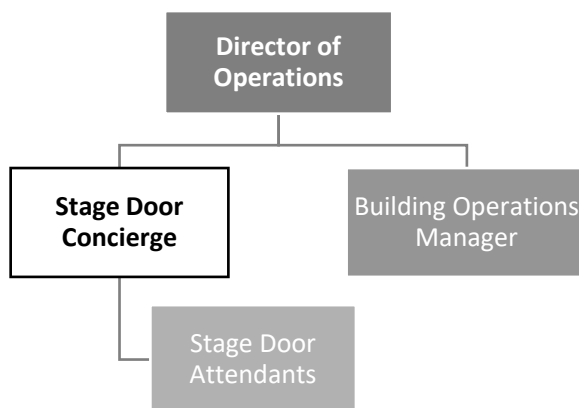
The Stage Door Concierge manages a team of casual Stage Door Attendants, and oversees access control, security, and fire systems monitoring, including when special requirements are in place for performances.

Working closely with the Building Operations Manager and City of Sydney representatives to ensure reliability of building services, the role manages the administrative requirements for preventative and reactive maintenance programs, contractor induction, and loading dock operations.

The role supports the Director of Operations by contributing to asset lifecycle planning and the planning and delivery of capital works projects.

The role involves evening and weekend work on a flexible roster.

REPORTING LINE



KEY RELATIONSHIPS



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MY RESPONSIBILITIES

Responsibilities

Duties

- **Customer Service:** Manage Stage Door and related reception services with support from a small team of casual Stage Door Attendants to deliver consistently excellent customer service to artists, staff and visitors
- **Building Services:** Working closely with the Building Operations Manager and City of Sydney counterparts, manage the building assets in accordance with the sublease; manage maintenance and repair service contracts; engage, schedule and supervise building maintenance contractors; ensure building statutory compliance standards are met; support the Director of Operations by undertaking regular asset condition reporting and assisting life cycle planning
- **Venue Access:** Manage visitor access register, access control and CCTV systems and provide security oversight; oversee the management and safe operation of the loading dock; communicate and enforce relevant site specific WHS requirements for contractors performing repair and maintenance work
- **Workplace Health and Safety:** Act as Chief Fire Warden during assigned shifts, and take control of emergency procedures including evacuation where necessary; participate in regular in-house emergency training sessions; adhere to best industry practice and all relevant WHS regulations; participate in the Work Health and Safety Committee

Performance Indicators

- Consistently deliver exceptional customer service to artists, visitors and staff entering Stage Door
- Effectively balance customer service and building administration work with facilities maintenance demands
- Maintain building, fire and safety compliance

MY ATTRIBUTES, SKILLSET AND BEHAVIOUR

Criteria

Essential

- Sound understanding of building plant and equipment, building management control, fire and security systems, general building care and maintenance, and asset management systems
- Exceptional customer service and presentation standards with a friendly and co-operative communication style
- A problem-solving mindset with the ability to prioritise a range of concurrent tasks
- Excellent organisational and time management skills and the ability to work with minimal supervision
- Ability to lead a small team of casual staff, ensuring consistent coverage and customer service standards
- Sound knowledge of WHS legislation, industry codes and regulation
- Current NSW Driver Licence and Working with Children Check for Paid Employment

Desirable

- Facilities Management qualifications
- Security experience or licence
- First Aid Certificate

Experience

- Demonstrated experience in facilities management of a public access venue
- Experience in overseeing multiple service and repair contractors concurrent with venue usage
- Experience managing a loading dock

Attributes and Behaviours

Connection

- Welcome artists and visitors as an ambassador for City Recital Hall

Imagination

- Envisage new ways to streamline and facilitate positive experiences for client arrival

Excellence

- Deliver consistently exceptional client experience and support

Sustainability

- Support the venue's future by ensuring its good repair and proactive asset planning

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ACKNOWLEDGEMENT

I accept the position description as stated above and that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

Print Name:

Signature:

Date: