

POSITION DESCRIPTION

House Manager

OUR PURPOSE

To make City Recital Hall a performing arts centre renowned for its inclusive contemporary and classical music programming, elevated audience experience, and world-class acoustics.

Our Values

- **Connection** – Live music connects people
- **Imagination** – Creativity produces better performances
- **Excellence** – Reputation is built through excellence
- **Sustainability** is the key to lasting impact

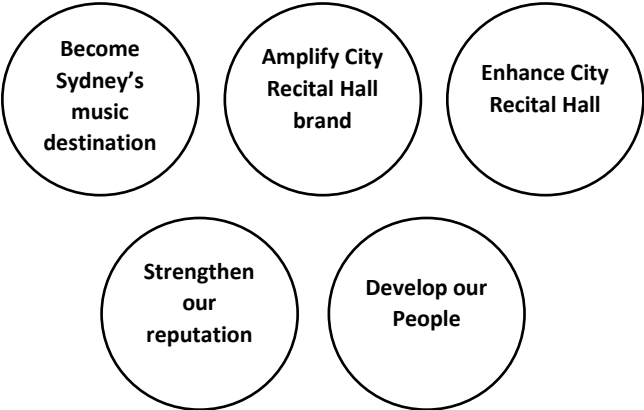
MY PURPOSE

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.

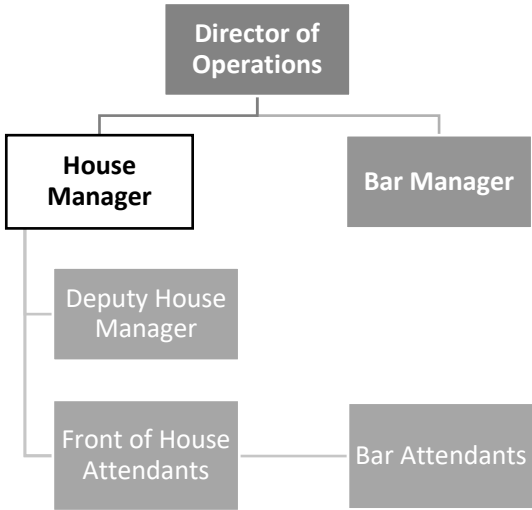
The position works in close collaboration with event planning and operations professionals and is responsible for delivering a seamless, premium service to our patrons across a wide range of demographics.

The role manages a pool of casual staff and provides hands on operational leadership during performances. It requires flexible working hours that include evenings and weekends, based on performance schedules in the venue.

OUR STRATEGIC FOCUS AREAS



REPORTING LINE



KEY RELATIONSHIPS



POSITION DESCRIPTION

House Manager

MY RESPONSIBILITIES

Responsibilities

Duties

- **Teamwork and Customer Service:** Lead, recruit, train and inspire the Front of House team in all aspects of service delivery; contribute to event planning to ensure seamless delivery; resolve complaints and incidents in the first instance and understand when to escalate issues; continuously improve customer service standards.
- **Staff Management:** Manage a team of casual Front of House Attendants, rostering efficiently to meet performance requirements, staff availability and Enterprise Agreement conditions. Build consistency and excellence across the team and manage staff performance to ensure standards are met.
- **Administration:** Manage rosters and approve timesheets; oversee third-party merchandise sales; liaise with Finance and Bar Manager 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; with the Bar Manager, 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 standards across a diverse range of events
- Support the Bar Manager to maintain and develop profitability from food and beverage offerings through operational efficiency and excellent customer service
- 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

- An ability to multi-task efficiently, problem solve and lead calmly under pressure to meet event deadlines
- Excellent interpersonal, leadership, diplomacy, customer service and communication skills
- Experience and confidence in taking a leadership role in emergency response
- Proven administration, rostering, people management and reporting skills, with extensive experience managing real-time customer interface and a largely casual workforce
- 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 or hospitality 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 casual workforce to deliver excellent public-facing customer service
- Demonstrated ability to manage both the administrative and operational responsibilities with assurance in a time sensitive environment

Attributes and Behaviours

Connection

- The audience experience is paramount great live performance

Imagination

- Value ideas and embrace change

Excellence

- Create Sydney's best Front of House team

Sustainability

- Foster a respectful, resilient, and happy team culture

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: