

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

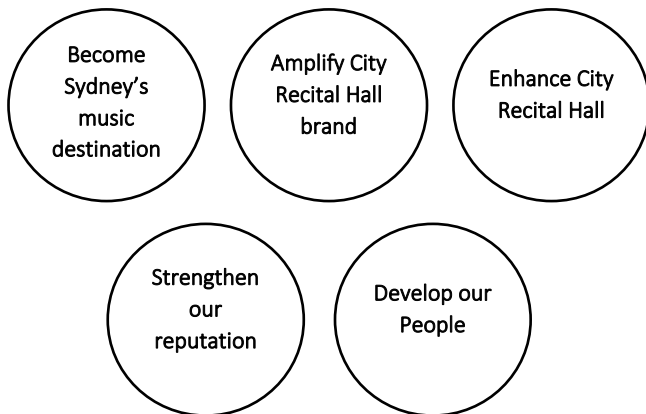
MY PURPOSE

The Front of House Manager is responsible for the Front of House operation, bringing vision and strong leadership qualities to deliver exceptional audience experiences and public safety in our 1238-seat concert hall. To elevate City Recital Hall’s audience experience and deliver peerless service.

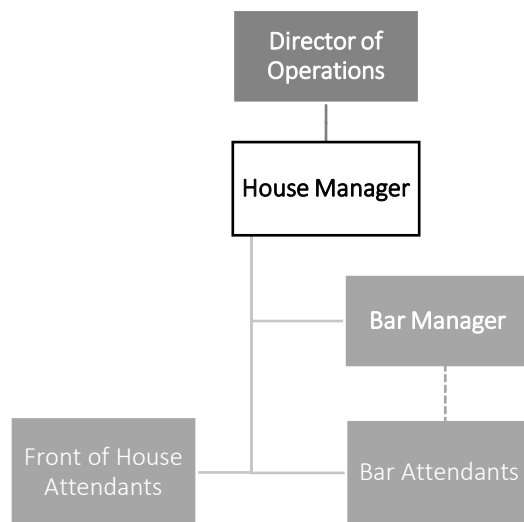
The role ensures seamless integration between event planning and delivery through active operational leadership of a team of casual staff during performances.

Flexible working hours are based on performance schedules, which vary weekly. Lead the team at show time on evenings and weekends as required.

OUR STRATEGIC FOCUS AREAS



REPORTING LINE



KEY RELATIONSHIPS



MY RESPONSIBILITIES**Responsibilities****Duties**

- **Teamwork and Customer Service:** Lead and inspire the team in all aspects of service delivery; ensure memorable experiences for audiences and foster social connection; contribute to event planning; resolve complaints and incidents in the first instance and understand when to escalate issues; instil a sense of pride in the team as members of Sydney's premiere venue crew.
- **Staff Management:** Lead by example to manage consistency and excellence across a team of casual staff; recruit and train team members; and mentor staff to continuously improve customer service standards.
- **Administration:** Plan and manage rosters and approve timesheets; oversee third-party merchandise sales; liaise with Finance and Bar Manager to support 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 emergencies, including evacuation where necessary; assist with emergency training; work with the Bar Manager to 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

- Awareness of customer expectations with consistently high customer service standards and team performance
- Self-awareness, with strong professional conflict resolution techniques in de-escalating dispute situations
- Detailed knowledge of the organisation's emergency evacuation procedures and readiness to implement them confidently and competently
- Timely, accurate and financially responsible staff rostering and administration

MY ATTRIBUTES, SKILLSET AND BEHAVIOUR**Criteria****Essential**

- Ability to multi-task, meet deadlines, problem solve and lead calmly under pressure
- Excellent interpersonal, leadership, diplomacy, customer service and communication skills
- Experience and confidence in taking a leadership role in emergency response
- Extensive experience managing real-time customer interface and a large casual workforce
- Proven administration, rostering, people management and reporting skills
- Willingness and availability to work to a variable roster, including regular evening and weekend shifts
- Current NSW Responsible Service of Alcohol (RSA) competency card (or willingness to train)
- Current First Aid Certificate
- Current NSW Working with Children Check clearance for paid employment

Desirable

- Qualifications or experience in event or hospitality management
- A genuine passion for live performing arts

Experience

- Minimum three years' experience managing a customer service team at a professional performing arts, hospitality, or similar high profile public venue
- Demonstrated leadership of a diverse casual workforce to deliver excellent customer experiences

Attributes and Behaviours**Connection**

- The audience's connection to performers defines 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: _____