

POSITION DESCRIPTION

Stage Door & Office 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.

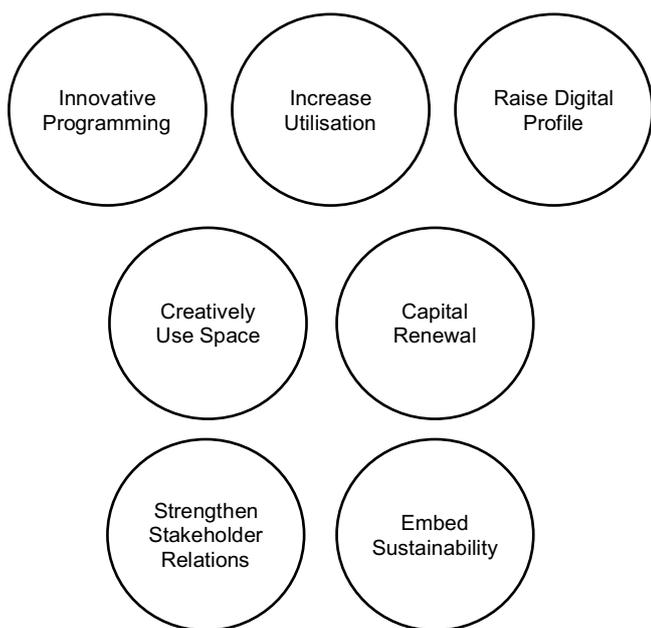
We welcome everyone with respect, joy and care.

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 Stage Door team provides a welcoming, safe, and secure entry to the back-of-house spaces.

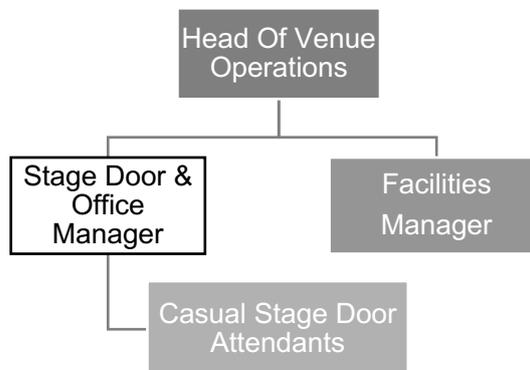
As the Stage Door & Office Manager, you are the face of the business for clients, artists and guests, and lead a team of casual Stage Door Attendants to oversee artist and visitor security, access control, and fire systems monitoring, including when special requirements are in place for performances.

Working alongside the Facilities Manager, you help manage critical services and schedule repairs as required, undertaking contractor induction and supervision.

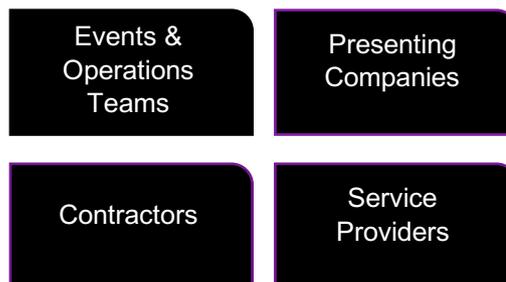
The role provides ad hoc admin support to teams across the business alongside general administration duties.

The role involves occasional evening and weekend work.

REPORTING LINE



KEY RELATIONSHIPS



POSITION DESCRIPTION

Stage Door & Office Manager

MY RESPONSIBILITIES

Responsibilities

Customer Service:

- Manage Stage Door function as the primary welcome point for artists, staff, contractors and visitors.
- Provide related reception services to artists, staff, contractors and visitors.
- Maintain Stage Door procedures, communication logs and shift handovers to support consistent operations.
- Supervise, roster and support casual Stage Door Attendants.

Building Services:

- Support the Facilities Manager **to** maintain building facilities including HVAC, security and access systems.
- Assist with the preparation of maintenance and repair service contracts.
- Engage, schedule and supervise building maintenance contractors.
- Monitor building issues reported via Stage Door or staff and escalate promptly to the Facilities Manager or Head of Venue Operations.
- Help ensure building statutory compliance standards are met.

Workplace Health and Safety:

- Act as Chief Fire Warden during assigned shifts, and implement emergency procedures including evacuation where necessary.
- Participate in the Work Health and Safety Committee.
- Manage artist and visitor access.
- Support WHS process by ensuring contractors who are performing repair and maintenance work complete site inductions and are provided access as required.
- Provide incident information and documentation to the Facilities Manager / Venue Risk and Safety Officer as required.

Office Administration:

- Manage and restock office supplies.
- Assist the Events team with requirements (eg: hospitality riders, cab charges etc.).
- Provide support to the Head of Venue Operations on project work.
- Provide ad hoc administrative support across departments.

Performance Indicators

- Consistently deliver exceptional customer service to artists, visitors and staff entering Stage Door
- Ensure stage door processes run smoothly (visitor management, site access etc).
- Casual stage door attendants are rostered to ensure coverage and supported to maintain consistent operational standards.
- Effectively balance customer service and office administration work with facilities maintenance demands in a busy venue environment.
- Assist in maintaining building, fire and safety compliance.

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MY ATTRIBUTES AND SKILLSET BEHAVIOUR

Criteria

Essential

- 2-3 years stage door experience, or comparable role in reception or guest services.
- 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
- Good understanding of building management systems, fire and security systems, general building care and maintenance
- 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 and/or willingness to learn
- Current NSW Driver Licence and Working with Children Check for Paid Employment

Desirable

- Music or Live Performance Industry Experience
- Facilities Management qualifications
- Previous Fire Safety Warden Experience
- First Aid Certificate

Experience

- Demonstrated stage door / customer service/ reception experience
- Demonstrated experience in managing a small team of staff
- Demonstrated experience in facilities or office management
- Experience in overseeing multiple service and repair contractors concurrent with venue usage

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 maintaining critical infrastructure and scheduling repairs

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: