

**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

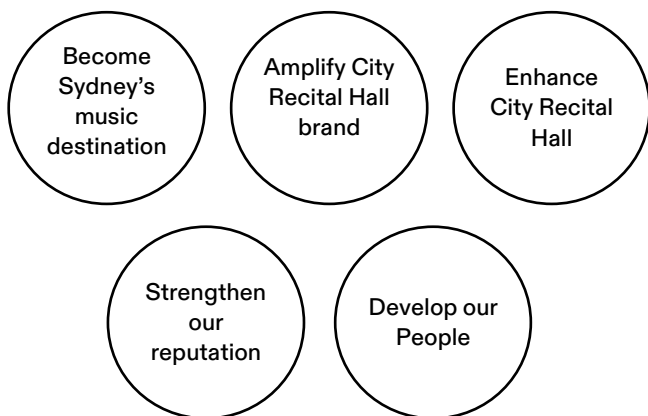
**MY PURPOSE**

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. They bring peerless customer service across our 1200+ capacity venue as we diversify our audiences and programming.

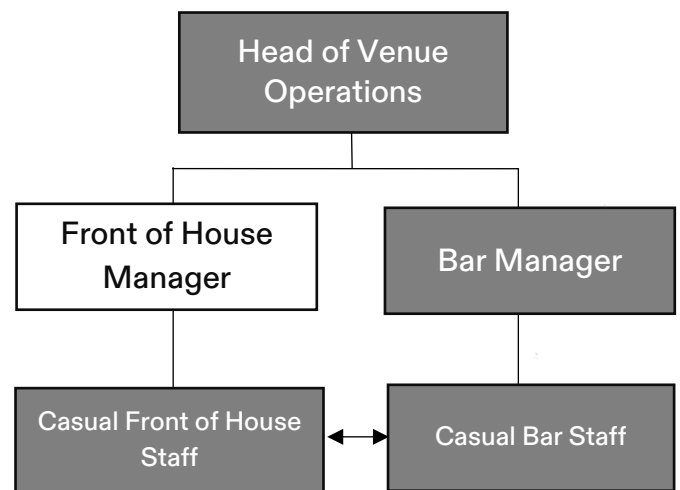
The role ensures seamless integration between event planning and delivery through active operational leadership of a team of casual staff during performances.

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**



**REPORTING LINE**



**KEY RELATIONSHIPS**



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

- Teamwork and Customer Service: Lead and inspire the Front of House team in all aspects of service delivery; ensure memorable experiences for audiences and hirers; contribute to event planning; resolve complaints and incidents in the first instance and understand when to escalate issues.
- 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 to instil pride in the team.
- Administration: Plan and manage rosters and approve timesheets; write show reports.
- 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 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 and growing a large casual workforce
- Proven administration, rostering, people and time management and reporting skills
- Willingness and availability to work to a variable roster, including regular evening and weekend shifts
- Experience managing a customer service team at a performing arts, hospitality, or similar high profile public venue

**Desirable**

- A genuine passion for live performing arts

**Qualifications**

- Current NSW Responsible Service of Alcohol (RSA) competency card (or willingness to renew)
- Current First Aid Certificate (or willingness to train)
- Current NSW Working with Children Check clearance for paid employment

**Attributes and Behaviours****Connection**

- Inspire the team through effective communication

**Imagination**

- Value ideas and embrace change with the broadening of our programming and business

**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: \_\_\_\_\_