

POSITION DESCRIPTION

Front of House Manager

Employment Basis:	Permanent Full-time
Hours of work:	38 hours per week (approx. 6 shifts per week)
Reports to:	General Manager
Direct Reports:	Volunteer Bar and FOH Staff
Remuneration:	\$46,500.00 pa + super & leave allowances Time in lieu provisions

The FOH Manager for Hayes Theatre Co must be self-motivated and confident. They must demonstrate initiative and an ability to work with and within team. They must possess the ability to communicate with stakeholders from a diverse range of backgrounds. As the first point of contact for many patrons this role is the first impression that audiences will have of the venue and as such a high level of customer service is required.

The ideal candidate will have experience and training in bar management including staff management, training and supervision. The FOH Manager is free to undertake additional work outside of Hayes Theatre Co, with first option going to Hayes Theatre Co in the event of any potential clashes in time.

The FOH Manager must be able to manage their own hours of work, to fall within the average weekly allowance, amortised across the period of each production (usually four weeks). Hayes Theatre Co is committed to ensuring that no employee is working beyond a reasonable capacity to ensure a safe and healthy workplace and will review working hours as required.

This role will be expected to assist and supervise the overall presentation, appearance, cleaning and maintenance of the theatre venue. From time to time you may be asked to perform tasks not usually those associated with a FOH Manager.

The FOH Manager is responsible to, and reports directly to the General Manager in relation to the following key responsibilities.

- 1) Understand, embody and promote the company's mission, its policies and ethical direction.
- 2) Maintain a high level of professionalism in interactions (be these in person, via telephone or email) with stakeholders and company staff.
- 3) Ensure the safety of all volunteer personnel employed by the Company and the integrity of all FOH furniture and equipment provided by the venue.

Duties include:

Bar

- Liaise with suppliers for bar stock and ensure that ordering and stock take of bar stock is kept up to date. Provide details of ordering and tax invoices to General Manager.
- Maintain tidiness and general appearance of bar area to present the best impression of the venue to audiences.
- Keep accurate records of bar staff RSA accreditation.
- Maintain bar signage in accordance with the Liquor Licensing Act.
- Perform nightly reconciliation of bar takings and complete paperwork.

FOH Management

- Ensure overall tidiness of foyer area and toilets during performance times.
- Roster appropriate staff for each performance and distribute roster to volunteers.
- Maintain database of volunteers including contact information and availabilities.
- Train staff in areas of box office, ushering and bar.
- Identify volunteers capable of fulfilling the role of relief Duty Manager and provide training as appropriate.
- Supervise all volunteer staff in the performance of their duties.
- Identify volunteers capable of fulfilling bar duties who may not have an RSA and liaise with General Manager about providing them with appropriate training and accreditation.
- Liaise with production stage manager's regarding essential production requirements such as lock-out periods, cast entry through foyer, clearance, etc.
- Perform nightly reconciliation of box office takings including ticket sales and program sales and complete paperwork.
- Manage any incidents involving patrons or volunteers and complete an incident report, communicating the details to the General Manager for follow-up.

General

- Attend regular staff meetings at the request of the General Manager.
- Maintain personal RSA accreditation and First Aid accreditation, the cost of which will be borne by Hayes Theatre Co.
- Liaise with General Manager regarding processes and procedures that can be improved and implement changes.
- Advise about any venue/building issues that require attention or repair.

Other duties as required.