



THEATRE ROYAL

SYDNEY

Front of House Roles – Theatre Royal Sydney

As part of the Customer Experience team, the **Front of House Supervisors and Ushers** will contribute to the success of providing consistent, memorable and world class experiences to all stakeholders.

These roles are casual roles employed under the Live Performance Award 2020 and require flexible availability, dependant on each production's requirements and performance schedule. This will include evenings, weekends and afternoon matinees.

To submit your application please email your resume to trsrecruitment@trafalgarentertainment.com.au with the Subject Line pertaining to your position application '[FOH Usher and/or FOH Supervisor]' before **Friday, October 15th 2021**.

If you have previously applied to Theatre Royal Sydney, you do not need to resubmit or contact us unless you wish to extend your application to additional positions or provide an updated resume. We have received your application and kindly thank you for your patience.

Due to the high volume of applicants only successful applicants will be contacted for interviews.

These roles will commence employment in the final weeks of November 2021.

Applications are open to those with full working rights in Australia. Theatre Royal Sydney is an Equal Employment Opportunity Employer.

For further information, please refer to the Position Descriptions below.



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POSITION: Front of House - Usher
REPORTING TO: Front of House Manager

Job Function

The Front of House Ushers are part of the Customer Experience team. They are the face of the theatre and should be motivated to deliver exceptional customer service and experience. This integral position requires reliable, adaptable individuals who are naturally personable and who will positively promote the reputation of the venue and its productions.

Key Responsibilities

Customer Service

- To provide excellent, positive, and attentive assistance to all customers, offering an exceptional standard of customer service and creating a truly welcoming environment as their first point of contact
- To work as a team to respond to patron queries and escalate where required
- Have a thorough understanding of production content and history, and venue layout to provide clear and accurate information to customers, to promote shows, and to ensure a safe environment for all
- To help drive sales, understand, and contribute to targets by gaining product knowledge and using effective selling techniques
- To represent the theatre with professionalism and enthusiasm, actively promoting the company vision and values of the venue, Theatre Royal Sydney, and international company, Trafalgar Entertainment.
- To understand access issues, anti-discrimination legislation and support all patrons in seating, ingress, egress, and attaining a satisfactory experience of the production
- To actively promote positive relationships with Trafalgar Entertainment, production staff and show promoters
- Assist the Bar and Beverage to move stock
- If assigned to such a role, scan tickets of patrons and provide guidance to their allocated seat, resolving any issues where possible and escalating to Front of House Supervisors and Box Office team members where required.
- If assigned to such a role, provide cloaking services and security for patron items



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Work, Health & Safety

- To adhere to all Work, Health & Safety procedures to minimise the risk of injury and accidents
- To ensure the welfare and security of self, colleagues, all customers, and all site visitors
- To understand and actively participate the TRS Emergency Evacuation training and fulfil the role of warden as required
- To have a willingness to assist in case of emergency, administer First Aid and undertake regular First Aid Training as required
- To understand the WHS procedures and risk assessments and Theatre Royal's operational integration within 25 Martin Place
- To report any incident or activity that could be injurious to somebody who works, visits, or passes through the theatre, or could cause damage to the fabric of the building

General Responsibilities

- To keep a high and consistent standard of appearance, ensuring that the theatre is immaculately and positively represented
- Maintain the cleanliness of all Front of House service areas
- To actively engage with the company's HR system, attending regular check-ins with the Front of House Supervisors and Manager, providing feedback for colleagues, and working towards agreed goals
- To actively participate in TRS training programmes and attend training courses as required to further self-development
- To complete any other reasonably delegated tasks that may assist the company in achieving its business objectives, as requested by the General Manager or Head of Customer Experience
- All Front of House staff must hold a current RSA

COVID-19 Procedures and Responsibilities

- To understand and implement the venue's COVID Safe Plan and NSW Public Health Orders
- As required ensure patron compliance of NSW Public Health Orders
- To undertake regular cleaning duties of your work areas to ensure surfaces and high touch areas are safe for use
- To deal with customer queries as they arise, ensuring advice is given out in line with the venue's COVID Safe Plan and escalating issues as required
- To implement any other reasonable task as outlined in the COVID Safe Plan or as delegated by the General Manager and Front of House Manager



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Person Specification

The role of Front of House - Usher is vital to the smooth running of the venue's Front of House operation. It requires individuals who are highly motivated and strive to provide excellent internal and external customer service.

Being the face of the theatre for patrons means our Ushers must be welcoming, with the ability to think ahead and anticipate a customer's needs. They must welcome and engage with all patrons to ensure all have a truly great experience at our theatre.

Ushers must be good communicators and be confident when dealing with customers, knowing when it is appropriate to escalate a concern to the Front of House Supervisors and Manager.

The Front of House Team must have a great eye for detail so that the venue and team maintain a high level of appearance. The ability to keep accurate records is required to ensure sales and stock levels are correct.

Front of House team members must be flexible and able to problem solve quickly, responding to the demands of an exciting venue, where unforeseen challenges have the potential to arise. This position requires pro-activity, and a willingness to seek solutions to any issues as they arise.

The Front of House Team must remain calm under pressure, vigilant and understand the venue's health and safety procedures to ensure the safety of all their colleagues and patrons.

Crucially, the Front of House - Ushers will consistently demonstrate a desire to learn new skills and to develop themselves professionally, to ensure that they make an ongoing contribution to the success of the venue.



THEATRE ROYAL

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POSITION: Front of House - Supervisor
REPORTING TO: Front of House Manager

Job Function

The Front of House Supervisors are leaders within the Customer Experience team. They are the face of the theatre and should be motivated to deliver exceptional customer service and experience. This integral position requires reliable, adaptable individuals who are naturally personable and who will positively promote the reputation of the venue and its productions.

Key Responsibilities

Customer Service

- Manage Ushers, and delegate to and support them in the delivery of productions, functions, and key Front of House responsibilities
- Assist in the monitoring of Responsible Service of Alcohol where required
- To lead in the provision of excellent, positive, and attentive assistance to all customers, offering an exceptional standard of customer service and creating a truly welcoming environment as their first point of contact
- To work as a team to respond to patron queries and escalate where required
- To manage customer feedback, complaints, and incident reports
- To create regular event reports as required for the Customer Experience department
- Have a thorough understanding of production content and history, and venue layout to provide clear and accurate information to customers, to promote shows, and to ensure a safe environment for all.
- To help drive sales, understand, and contribute to targets by gaining product knowledge and using effective selling techniques
- To represent the theatre with professionalism and enthusiasm, actively promoting the company vision and values of the venue, Theatre Royal Sydney, and international company, Trafalgar Entertainment.
- To understand access issues, anti-discrimination legislation and support all patrons in seating, ingress, egress, and attaining a satisfactory experience of the production
- To actively promote positive relationships with Trafalgar Entertainment, production staff and show promoters
- Assist the Bar and Beverage and Cleaning teams to refill and move stock and ensure the cleanliness of the venue
- To support and assign Ushers to the ticket scanning and seating of patrons, resolving any issues where possible and escalating to Front of House Manager and Box Office team members where required
- To support and assign Ushers to provide cloaking services and security for patron items
- To manage the opening and closing of the venue with support from Technical Staff



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Work, Health & Safety

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- To ensure the welfare and security of colleagues, all customers, and all site visitors
- To understand and actively participate in TRS Emergency Evacuation training and fulfil the role of warden as required
- To have a willingness to assist in case of emergency, administer First Aid and undertake regular First Aid Training as required
- To understand the WHS procedures and risk assessments and Theatre Royal's operational integration within 25 Martin Place
- To report any incident or activity that could be injurious to somebody who works, visits, or passes through the theatre, or could cause damage to the fabric of the building

General Responsibilities

- To keep a high and consistent standard of appearance, ensuring that the theatre is immaculately and positively represented
- To actively engage with the company's HR system, attending regular check-ins with the Front of House Manager and Head of Customer Experience, providing feedback for colleagues, and working towards agreed goals.
- To actively participate in TRS training programmes and attend training courses as required to further self-development
- To complete any other reasonably delegated tasks that may assist the company in achieving its business objectives, as requested by the General Manager or Head of Customer Experience
- All Front of House staff must hold a current RSA

COVID-19 Procedures and Responsibilities

- To understand and implement the venue's COVID Safe Plan and NSW Public Health Orders
- As required assist in ensuring patron compliance of NSW Public Health Orders
- To undertake regular cleaning duties of your work areas to ensure surfaces and high touch areas are safe for use
- To deal with customer queries as they arise, ensuring advice is given out in line with the venue's COVID Safe Plan and escalating issues as required
- To implement any other reasonable task as outlined in the COVID Safe Plan or as delegated by the General Manager and Front of House Manager



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Person Specification

The role of Front of House Supervisor is vital to the smooth running of the venue's Front of House operation. It requires individuals who are highly motivated and strive to not only provide excellent internal and external customer service but lead in the delivery of such.

Being the face of the theatre for patrons means our Front of House team must be welcoming, with the ability to think ahead and anticipate the needs of customers and team members. They must welcome and engage with all patrons to ensure all have a truly great experience at our theatre.

Supervisors must be good communicators and be confident when dealing with both customers and their staff and know when it is appropriate to escalate a concern to the Front of House Manager.

The Front of House Team must have a great eye for detail so that the venue and team maintain a high level of appearance. The ability to keep accurate records is required to ensure sales and stock levels are correct and that incidents are accurately reported and acted upon.

Front of House team members must be flexible and able to problem solve quickly, responding to the demands of an exciting venue, where unforeseen challenges have the potential to arise. This position requires pro-activity, and a willingness to seek solutions to any issues as they arise.

Supervisors must remain calm under pressure, vigilant and understand the venue's health and safety procedures to ensure the safety of all their colleagues and patrons.

Crucially, the Front of House Team will consistently demonstrate a desire to learn new skills and to develop themselves professionally, to ensure that they make an ongoing contribution to the success of the venue.