



THEATRE ROYAL

SYDNEY

The **Front of House Manager** will be a pivotal role in the successful management of the Theatre Royal Sydney's ushers and front of house operations. As a key manager, there will be an emphasis to ensure outstanding customer service and the prioritisation of the health and safety of audiences and staff in the theatre.

As part of the Customer Experience team, the Front of House Manager will contribute to the success of providing consistent, memorable and world class experiences to all stakeholders. As such, this role may be required to work flexibly depending on each production's requirements and performance schedule. This will include evenings and weekends.

This role is a full-time role. For further information, please refer to the Position Description below.

To submit your application, please submit your current resume to trsrecruitment@trafalgarentertainment.com.au with the Subject Line 'Front of House Manager Application – Theatre Royal Sydney' by **Friday 18 June 2021, 5:00pm**.

Early applications are encouraged as suitable candidates may be invited to attend an interview prior to the closing date.

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

Job Title: **Front of House Manager**, Theatre Royal Sydney
Reporting to: Head of Customer Experience
Responsible for: FOH Staff

Key Responsibilities:

- To lead and ensure the highest standards of customer experience is delivered consistently
- To run a productive and successful FOH department. Making sure the staff are correctly equipped, informed and prepared for their work.
- To seek to develop and improve the FOH department, implementing ideas and feeding back to management on sales initiatives
- To help drive sales, understand targets and contributing to the success of the Theatre Royal Sydney
- To be able to represent the Theatre with professionalism and enthusiasm

Main Duties:

- Ensure the FOH operations are carried out efficiently and effectively, looking to maximise income at every touch point
- Ensure the safety and security of patrons and staff by meeting the WH&S policies and by identifying any risks
- To contribute to a good team morale, motivating the staff to hit and exceed targets
- Recruit, train and ensure optimum performance of all staff who will maintain the company objectives and display exemplary customer service skills
- Ensure the Theatre is presentable prior to every performance
- In conjunction with the Technical Manager ensure the Theatre Royal cleaners are well briefed on show specific requirements, coordinate with Dexus shared space cleaning
- Liaise with Stage Manager prior to opening doors as well as Show Time
- Ensure the house looks presentable prior to Show Time and relocate audience members to fill empty seats
- Ensure any audience members who have accessibility requirements are identified prior to doors opening and attended to as required
- Liaise with the Digital Marketing and Ticketing team to ensure the Theatre's website accurately reflects all aspects of the Customer Experience including cloaking, parking, accessibility etc
- Develop and maintain required documentation and procedures
- Prepare rosters a month ahead and distribute to staff fortnightly, being mindful of efficiency, attendance and show requirements.
- To complete the nightly banking in line with the company's procedures and reconcile all settlements from Merchandise and Program sales.

- Pro-actively communicate with both venue management and the FOH team as well as the Food and Beverage Manager
- To take pride in the venue and maintain a high standard of appearance in the team and the building.
- In conjunction with Food and Beverage Manager prepare cash and stock prior to staff starting work and ensure throughout the night they are given the appropriate resources to do their jobs.
- Assist the Food and Beverage Manager ensuring an accurate stock take is realised
- In conjunction with the Administrator ensure that uniform stock is maintained, and laundered and staff appearance is monitored

Staff Management

- To monitor and manage staff performance
- Ensure on boarding and training for all team members is carried out in a timely manner
- Create a healthy, positive and efficient working environment
- Communication and implementation of current and new procedures
- Work closely with the TRS Management team

Work, Health & Safety

- To actively engage with Work, Health and Safety and other regular Operational Meetings.
- To adhere to all Work, Health & Safety procedures to minimise the risk of injury and accidents.
- To report any incidents, accidents and near misses to the Theatre Management.
- To assist in completing departmental risk assessments and ongoing document and procedural review.
- Play an active role as part of the venue's Emergency Response Team and to ensure the safe execution of the Emergency Response Procedures Manual
- To attend and lead Work, Health & Safety training, as required.