



THEATRE ROYAL

SYDNEY

The **Front of House Manager** is 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 Venue Operations 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 Monday 20 March, 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.



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Front of House Manager

Reporting to: Venue Operations Manager
Responsible for: Front of House Supervisors and Front of House Attendants
Position type: Full Time
Location: 108 King Street, Sydney

Our Company:

Theatre Royal Sydney (TRS) is one of Australia's oldest theatrical institutions, originating in 1832 with the current TRS built in 1976. In 2017, Trafalgar Entertainment became the new operators of TRS and after an extensive restoration period, the theatre reopened in December 2021. The iconic 1,200 seat theatre is an architectural masterpiece and centrepiece of theatre in Sydney's CBD. The theatre is home to a broad range of entertainment including dramas, plays, comedy and musicals.

By joining TRS, you are joining the leading international live entertainment company, **Trafalgar Entertainment (TE)**. Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is focussed on new productions, the distribution of live-streaming innovative content and the provision of amazing spaces where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres (comprising Trafalgar Theatre and Olympia Theatre in London, Theatre Royal Sydney, and 12 UK regional venues), Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Helen O'Grady Drama Academy, London Theatre Direct, Jonathan Church Theatre Productions and The Chiswick Cinema.

About the Role:

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

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 requires flexibility depending on each production's requirements and performance schedule. This will include evenings and weekends.

Equal Opportunities and Diversity:

We LOVE entertainment, and in our world, EVERYONE has a part to play.

Trafalgar Entertainment and its subsidiary companies are committed to ensuring that the organisation is truly inclusive, diverse and anti-racist, achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. We believe that all employees and customers are entitled to be treated with respect and dignity.



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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 Theatre Royal Sydney
- 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

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 & Building Services Manager, ensure the cleaners are well briefed on show specific requirements and 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 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
- Pro-actively communicate with both venue management and the FOH team as well as the Bar Team
- To take pride in the venue and maintain a high standard of appearance in the team and the building.
- In conjunction with the Administration Assistant, ensure that uniform stock is maintained, and laundered and staff appearance is monitored
- Ensure payroll for FOH team is approved in required timeframe



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Staff Management:

- To monitor and manage staff performance, ensuring all leave, absence and time in attendance is monitored and documented
- 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
- Prepare rosters a month ahead and distribute to staff fortnightly, being mindful of efficiency, attendance and show requirements

Work, Health & Safety:

- To adhere to all Work, Health & Safety procedures to minimise the risk of injury and accidents
- To understand the WHS procedures and risk assessments and Theatre Royal Sydney's operational integration within 25 Martin Place
- 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.
- To have a willingness to assist in case of emergency, administer First Aid and undertake regular First Aid Training as required
- 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