

SCHEDULE B: Position Description – Front of House Manager

Position Summary

Reports to:

CRM, Ticketing & FOH Manager

Works closely with:

Operations Manager, Ticketing & CRM team, Marketing & Communications team, Development team, Production team, Producer, Bar & café operators.

Position Summary:

The Front of House Manager is responsible for overseeing the Front of House operations at Malthouse, managing the casual front of house team and providing a seamless and high-quality customer experience for theatre audiences and visitors to the venue. Working across our two theatres, Merlyn and Beckett, as well as the Tower, Playbox, Bagging room, Hoopla and foyer, this role must ensure excellent customer service, overseeing venue safety and emergency management procedures within the remit of the role, supervising staff, and ensuring compliance with all relevant legislation and regulations.

The Front of House Manager acts as Chief Warden and is responsible for the scheduling and staffing of chief wardens and other emergency management personnel, in collaboration with the Operations Manager. This role pays close attention to all operational details to ensure the high performance of the FOH team and the comfort, safety and enjoyment of visitors and audiences.

The role includes evening and weekend work when performances are scheduled.

MEASURABLE OUTCOMES

1. An exceptional standard of customer service provided to audiences, hirers, patrons and stakeholders;
2. Leadership and management of a motivated and engaged casual Front of House team, including assistance with recruitment, induction and training;
3. Compliance with OH&S and other legal requirements and a proactive approach to venue safety, emergency procedures and problem-solving;
4. Effective communication and collaboration with the Front of House team and across the company.

KEY DUTIES AND RESPONSIBILITIES

Operational management

- Duty management of Front of House during performances including the briefing and supervision of the casual Front of House team, nightly reporting and additional venue tasks.
- Maintaining up-to-date knowledge of present and future events taking place at Malthouse and providing timely and accurate information to Front of House team members.
- Ensuring rooms and spaces are set-up in accordance with event briefs for internal and external bookings
- Oversee and report on day-to-day front of house operations including wages expenditure against budget, staff performance, customer experience, and other operational issues to the CRM, Ticketing & FOH Manager, and other internal stakeholders as required.
- Complete front of house staff costing documents at the end of each hirer's events, and report costs to Finance Manager.
- Inventory management of front of house resources and equipment, including maintaining first aid kits and other emergency supplies, reporting any issues to the relevant personnel as required.
- Resource planning for provision of front of house services for ad-hoc events in collaboration with the Producer and Development/Marketing & Communications teams, and oversight of event delivery.
- Maintain OH&S standards, cleanliness and maintenance of the front of house, foyer, and theatre auditoriums to a high level, reporting issues to the Operations Manager as they arise.
- Attend key company events in the capacity of Front of House Manager, including Opening Nights, Launch Events, and other events as reasonably required in consultation with the Producer and CRM, Ticketing & FOH Manager.
- Managing the cleaners for the venue, creating the cleaning schedule, ordering specialised yearly cleans and performance managing the team to ensure cleaning standards are met as per the contract.
- Ordering cleaning supplies such as hand soap and toilet paper as required, and ensuring that facilities in both front of house and back of house are well-stocked.

Staff management and resource planning

- Manage the casual team of front of house staff, including inductions, training, and performance management as required.

- Assist the CRM, Ticketing & FOH Manager in recruitment for the casual front of house team.
- Report regularly on staffing issues and progress to the CRM, Ticketing & FOH Manager, and escalate performance management issues, feedback, and safety and wellbeing concerns to the CRM, Ticketing & FOH Manager as appropriate.
- Ensure an adequate supply of Front of House Duty Managers, first aid personnel, and other key staff are trained, resourced and rostered to deliver excellent public safety and hospitality outcomes for Malthouse venue activities.
- Create and manage the casual front of house staff roster, ensuring the company's activities are adequately resourced at all times within the remit of this role.
- Collate, check, and reconcile weekly timesheets for casual front of house staff, ensuring accurate and timely records are provided to the Finance Manager for payroll purposes.
- Ensure excellent internal communications and training to support the front of house team, ensuring a high standard of compliance with Malthouse Theatre policies and procedures, as well as relevant legislation.
- Proactively maintain good working knowledge of industrial relations, the Live Performance Award 2020, and other relevant legislation and regulatory guidelines in relation to employment within the remit of this role.
- Maintain effective and transparent team communications and promote a highly engaged and productive team culture.
- Assist where needed in front of house service and any other duties as reasonably required.

Emergency procedures

- Act as Chief Warden when required, ensuring Emergency Procedures are followed in accordance with Malthouse policy, and managing the security of the venue, including lockup.
- Schedule yearly fire and emergency management training for 113 & 111 Sturt Street and ensure both buildings receive the required training.
- Ensure the security and safety of people and property in public areas through proactive hazard identification and control, including participation in risk assessment processes.
- With stage management personnel, co-ordinate the immediate organisational response to emergencies during performances, including running evacuations and coordinating first aid response, and other duties as reasonably required.
- Ensure excellent record-keeping and management of incident reporting in accordance with Malthouse OH&S policy and procedure.

Occupational health and safety

- As a member of the OHS committee, attend regular OHS meetings and undergo periodic risk assessments as required.
- As one of the Child Safety Officers, ensure company policies & procedures are adhered to.
- Co-ordinating and organising the annual First Aid training and Fire Warden training for the company.

KEY SELECTION CRITERIA

1. Experience in frontline customer service including proven ability to resolve customer issues.
2. Strong interpersonal and communication skills, with the ability to work with large groups of people in a busy public setting
3. Proven experience in leading or managing a team in a live performance environment.
3. Excellent record-keeping and reporting, including timesheets management, safety documentation, and regular reporting as required.

INHERENT PHYSICAL REQUIREMENTS

The physical requirements of your position are consistent with those of a Front of House Manager in a theatre company. You agree to advise the Company of any pre-existing injuries or conditions that may arise that might inhibit you in the physical requirements of the position. The Malthouse Theatre has 3 levels within the venue, most of which are only accessible via stairs.