

## Position Description

<b>JOB TITLE</b>	Front of House Duty Manager
<b>REPORTS TO</b>	Front of House and Event Services Manager
<b>DIRECT REPORTS</b>	Casual Ushers

### ABOUT THE ACO

Led by its charismatic Artistic Director, Richard Tognetti, the Australian Chamber Orchestra is renowned world-wide for its inspired and courageous programming and unrivalled performances. The ACO collaborates with an extraordinary range of artists including the world's leading performers, cinematographers, writers, and visual artists. In early 2022, the ACO moved to its new, purpose-built home on Pier 2/3 in Sydney's Walsh Bay Arts Precinct (WBAP), an exciting new home for performance, presentation, community engagement and collaborative opportunities, which includes a 275 seat Performance Space, a Rehearsal Room suitable for recitals and talks for up to 80 guests and a spectacular Event Space for around 200 people. In addition, there is a Shared Foyer and Shared Foyer Bar with other Pier 2/3 tenants including Bell Shakespeare and the Australian Theatre For Young People (ATYP).

### ABOUT THE POSITION

The ACO's move to Pier 2/3 represents a major new chapter for the ACO, after operating more than 20 years underground at their Circular Quay base. The Front of House Duty Manager is a hands-on role responsible for delivering an exemplary level of customer service and providing a safe and inclusive Front of House environment for audience, patrons, visitors, and staff. The Front of House Duty Manager is also responsible for managing a team of casual FOH Ushers.

### DUTIES AND RESPONSIBILITIES

- Manage a team of casual FOH Ushers including training, delegation of duties, timesheet reporting and fostering a collaborative and positive working environment;
- Provide a consistently high level of customer service to patrons visiting Pier 2/3 for performances, events, and other activities;
- Provide Front of House briefing sessions for ushers, at the commencement of each shift;
- Ensure a high standard of presentation in the Venue and ensure the prompt start and smooth running of activities in the Venue;
- Adhere to processes and procedures for the ACO's Front of House operations, including optimal accessibility for people with disabilities;
- Act as Deputy Chief Fire Warden and liaise with the ACO's Director of Artistic Operations and ACO Pier 2/3 Technical & Facilities Manager to ensure that staff understand, and comply with the ACO's and WBAP's WHS induction and emergency response responsibilities;
- Oversee the implementation of WHS requirements relating to FOH procedures, including responding to evolving COVID-19 safety measures;
- Liaise with Pier 2/3 arts tenants, Shared Foyer Bar Operator and Ground Floor Commercial tenant as required to ensure the smooth operations of these spaces;
- Responsible for ensuring the security of the Venue, including securing the Venue after patrons have left the premises;
- Ensure compliance with the Walsh Bay Arts Precinct Operational Plan of Management; and
- Quickly and diplomatically resolve any unforeseen circumstances with patrons and visitors to the Venue as they arise, making and carrying out appropriate and effective decisions, following through with appropriate consultation and communication with other ACO staff as necessary.

#### Event Services

- Work collaboratively with the Commercial & Venue Partnerships Manager, the Technical & Facilities Manager and Panel of Caterers to ensure that each external event confirmed is executed

professionally. This includes managing external event schedules, casual FOH staff, external suppliers and deliveries;

- Be the client interface for confirmed external events, troubleshooting and ensuring that their needs are met with sensitive consideration to the ACO's own requirements;
- Ensure compliance with fire, health and safety, noise management and licensing regulations; and
- Work closely with the Technical & Facilities Manager to ensure smooth bump in and out for all events to minimise disruption to other activities.

#### **Other**

- Undertake training where required on WHS, First Aid, Child Safety, Anaphylaxis, RSA, manual handling and any other training;
- Keep up to date with industry trends, innovation, and benchmarks; and
- Other duties as required and directed.

#### **KEY RELATIONSHIPS**

- Front of House & Event Services Manager
- Ushers
- Technical & Facilities Manager
- Commercial & Venue Partnerships Manager
- Operations & Development Staff
- Patrons and visitors to Pier 2/3
- ATYP and Bell Shakespeare Front of House staff
- Create NSW Walsh Bay Arts Precinct Team
- Catering contractors, including Shared Foyer Bar operator

The position works closely with the general public, as well as ACO external stakeholders including patrons, hirers, contractors, suppliers, security and other WBAP tenants.

#### **TERMS**

This is a casual position based at Pier 2/3 in the Walsh Bay Arts Precinct, Sydney.

There is a requirement to work after hours and on weekends in line with ACO's operational needs and in consultation with the Front of House & Event Services Manager.

Due to the nature of this position, the successful applicant will also need to successfully complete Working with Children Checks and hold current First Aid qualifications and a Responsible Service of Alcohol Competency Card.

The position involves manual labour and requires the ability to safely evacuate patrons in an emergency.

#### **POSITION REQUIREMENTS**

The successful applicant will meet the following position requirements:

##### **Required Skills, Experience & Qualifications:**

- At least 2 years' demonstrated experience working in Front of House and / or Event Management in a supervisory capacity, or in a similar role within the Arts or Entertainment industries;
- Exemplary customer service and communication skills;
- Knowledge and practical experience of WHS procedures in a performance venue and customer service environment;
- Fire and Emergency Management experience;
- Team leadership skills with a proven ability to direct a high performing team in a customer service environment;
- Ability to manage challenging situations with tact and professionalism; and

- Capacity for swift and effective decision making under pressure.

**Attitudes:**

- Commitment to high level, solution focused customer service;
- Commitment to safety;
- Ability to work with enthusiasm and flexibility in a fast pace, agile, small team environment
- A kind team player who does not compromise on personal responsibility;
- Initiative, self-motivation and self-discipline;
- An interest in music; and
- A willingness to work flexible hours.

**DIVERSITY & INCLUSION**

The ACO is committed to equity and inclusion and welcomes applications from Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with a disability, mature age workers, and lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI+) people.

The ACO is committed to making reasonable adjustments to provide a supportive and barrier-free workplace. If you require any adjustments before or during the selection process, please email our HR Manager at [claire.diment@aco.com.au](mailto:claire.diment@aco.com.au).

**COVID-19 VACCINATION REQUIREMENT**

ACO's view is that vaccines are an effective tool for protecting people against COVID-19. To minimise the risk of exposure to COVID-19 in the workplace, ACO currently requires that all employees who are able to receive a COVID-19 vaccine are fully vaccinated against COVID-19.

*7 June 2022*