Position Description

Front of House Assistant (Casual)

WORKING AT THEATRE NORTH

At Theatre North, roles operate within a collaborative and evolving environment. Employees are expected to contribute flexibly to organisational priorities and undertake reasonable duties aligned to their role, skills and capability.

OBJECTIVE

The Casual Front of House Assistant plays a key role in delivering exceptional customer service and patron experiences across Theatre North performances, events and venue activations.

Working under the direction of the Front of House Manager, the role supports the safe, professional and efficient operation of front of house services, ensuring patrons, hirers, guests and visitors receive a welcoming and positive experience.

As Theatre North continues to evolve its operations at Albert Hall, Front of House Team Members contribute to the successful delivery of a diverse range of theatre, community, corporate, civic and special events.

SCOPE

- Reports to: Front of House Manager
- Works closely with: Front of House team, Box Office staff, volunteers, hirers and venue users
- Employment type: Casual
- Salary: $36.11 per hour
- Location: Launceston

The role is rostered according to operational requirements and may include weekday, evening, weekend and public holiday shifts. This is a customer facing operational role requiring flexibility, professionalism and a commitment to delivering excellent service in a fast paced environment.

KEY RESPONSIBILITIES

1. Patron Experience & Customer Service

- Provide friendly, professional and welcoming customer service to patrons, hirers, guests and visitors
- Assist patrons with venue information, wayfinding, seating and accessibility requirements
- Respond appropriately to patron enquiries, concerns and complaints, escalating issues where required
- Contribute to a positive and inclusive environment for all patrons and venue users
- Represent Theatre North in a professional and courteous manner at all times

2. Front of House Operations

- Assist with the preparation and presentation of front of house areas prior to events and performances
- Undertake ushering, ticket checking, door duties and audience management activities
- Support patron movement and crowd flow throughout the venue
- Assist with venue set-up and pack down activities as directed
- Monitor venue presentation and report operational issues requiring attention
- Support event delivery across performances, functions, conferences, community and civic events

3. Bar Operations & Merchandise Sales

- Provide responsible service of alcohol in accordance with licensing requirements where appropriately trained
- Assist with bar service, stock handling and point-of-sale transactions
- Process merchandise, program and ancillary sales where required
- Support accurate cash handling and reconciliation processes
- Maintain clean, safe and well presented bar service

4. Safety & Emergency Response

- Follow Theatre North workplace health and safety procedures at all times
- Assist in maintaining a safe environment for patrons, staff and volunteers
- Respond appropriately during emergency situations under the direction of the Front of House Manager, Chief Warden or designated emergency personnel
- Report incidents, hazards, injuries and operational concerns promptly
- Participate in required safety, emergency and compliance

5. Teamwork & Organisational Support

- Work collaboratively with Front of House, Box Office, Ticketing and venue operations staff
- Attend inductions, briefings and training sessions as required
- Contribute positively to team culture and operational effectiveness
- Undertake additional duties reasonably aligned to the position and operational

KEY PERFORMANCE INDICATORS (KPIs)

- Patrons, hirers and guests receive friendly, professional and responsive service
- Front of House duties are completed safely, efficiently and in accordance with procedures
- Venue presentation standards are maintained throughout events
- Safety and emergency procedures are followed appropriately
- Team members demonstrate reliability, punctuality and professionalism
- Positive contribution to team culture and customer experience

SELECTION CRITERIA

Essential

- Demonstrated commitment to providing excellent customer service
- Strong interpersonal and communication skills
- Ability to work effectively within a team environment
- Ability to remain calm and professional in busy or challenging situations
- Ability to follow procedures, instructions and safety requirements
- Reliable, punctual and well presented
- Ability to work flexible hours including evenings, weekends and public holidays
- Physical capacity to remain standing for extended periods and move throughout venue
- Current Working with Vulnerable People registration

Desirable

- Experience in hospitality, events, customer service or live performance environments
- Responsible Service of Alcohol (RSA) certification
- First Aid certification
- Fire Warden training
- Experience using point-of-sale systems and cash handling procedure

PERSONAL ATTRIBUTES

- Professional, welcoming and approachable
- Positive and customer focused
- Reliable and dependable
- Calm under pressure
- Team oriented and collaborative
- Adaptable and willing to learn
- Takes pride in presentation and service