

POSITION DESCRIPTION

Title:	Front of House Team Member
Employment Type:	Casual
Department:	Front of House
Location:	Princess Theatre, Earl Arts Centre
Issued:	June 2021
Classification:	Level 2 Live Performance Award
Wages:	Casual hourly rates as per current Live Performance Award
	Training/induction \$24.80 (includes 25% casual loading)
	Hourly \$26.96 (includes 25% casual loading)
	plus super guarantee contribution

1. PURPOSE OF THE POSITION

Theatre North Inc. is a not for profit arts organisation managing the Princess Theatre and Earl Arts Centre. The Princess is considered a premier regional theatre venue in Australia. Apart from managing the building for the City of Launceston and running theatre services for outside hirers, Theatre North also programs an annual season of performing arts events.

Front of House and Box Office staff often provide the first contact between any performing arts venue and the public. Because of this members of both teams have the function and responsibility of ensuring an enjoyable and safe experience of a visit to the theatre.

The Casual Front of House Team Member position provides vital support to the Front of House Manager in the delivery of professional, courteous, friendly and efficient customer service of the highest possible standard according to established principles and procedures.

The incumbent will also form part of a team of Front of House staff committed to the security of the building and its contents and the safety of staff and patrons.

Opportunities exist for team members with relevant qualifications and experience to be rostered for pre-show and interval bar service.

The casual team member must be aware of all aspects of theatre use and patron protocols and Theatre North's safety procedures and limitations as they apply to clients, hirers and patrons.

2. KEY ACCOUNTABILITIES

- To provide a high level of customer service to all Theatre North patrons and colleagues
- To take direction from and assist the Front of House Manager to carry out Front of House duties and deal with any issues as they arise
- To assist in the preparation of the front of house areas of Theatre North venues incorporating safety and other requirements according to Theatre North's established procedures and pre-arranged requirements and specifications of clients
- To maintain open communication with hirers, staff, and contractors in regard to Front of House matters
- To assist in ensuring Front of House operations are conducted within the boundaries of Health & Safety and effective risk management strategies
- To assist in maintaining security within the building to protect the City of Launceston's investment and uphold a duty of care to staff and patrons.
- Front of House operations include but are not limited to door duties, ushering, patron traffic control (e.g. school groups), tidying venue, checking of floats, stock checks, bar service, program or merchandise selling and implementation of COVID-safe procedures such as monitoring check-ins, sanitising equipment and supervising social distancing.

3. POSITION COMPLEXITIES

- The Front of House Team Member will be required to walk extensively and swiftly along a sloped floor or on stairways and remain standing for extended periods of time.
- The person will be expected to adopt a flexible approach to work requirements and to undertake new or alternative duties as required. This may include ushering at different venues or external events, new technology usage, new work procedures and customer service delivery systems. Changes will involve the employee and will be supported with training.
- Flexibility will be required in the management of spontaneous customer requests.
- As it is a customer-interfacing role, the incumbent may be required to respond to aggressive or difficult customers.
- The incumbent will be required to be flexible in work hours, and to respond promptly to rosters or provide early notification of unavailability to facilitate effective management of functions.

4. CORE ATTITUDES

The Front of House team member is expected to contribute to and comply with all Theatre North employment and operational policies, including but not limited to quality, safety, equity and the environment. The following core attitudes are expected from all Theatre North staff.

Continuous Improvement and Success. Set and expect high standards for yourself and others. Be willing to learn new things and to increase your knowledge of Theatre North activities and processes.

Initiative and Enthusiasm. Take self-directed action to do the job well. Maintain a positive attitude towards one's work or job. Be aware that your level of enthusiasm can impact on others and influence the culture of the workplace.

Customer Service Orientation. Maintain a customer focus and invest time and effort in understanding customer's needs. Ensure a *customer first* approach.

Communication. Value and encourage communication between individuals, teams and work groups. Share information and empower others through providing required information.

Confidence and Respect. Acknowledge, value and be confident in your own and others' abilities. Know your limits and seek assistance when needed. In order to make change happen, it is important that you express your ideas and allow others an opportunity to express theirs in a supportive environment.

Ethics. Be aware of and maintain high personal and business standards in business professionalism and adhere to Theatre North policies, procedures and business principles.

5. KEY SELECTION CRITERIA

ESSENTIAL

- Demonstrated aptitude for and interest in delivering excellent customer service, particularly pertaining to the arts and entertainment industries
- Highly developed interpersonal skills, including conflict management
- Demonstrated ability to work co-operatively and intuitively within a team
- Ability to take direction and adhere to procedures
- Proven ability to work quickly, proactively and efficiently under pressure and to show initiative
- Ability to be flexible with working hours including evening, weekday and weekend shifts
- Personal presentation of a professional standard relative to the role
- A proven track record of punctuality & reliability

DESIRABLE

- RSA (Responsible Service of Alcohol)
- Bar service experience
- First Aid Level 1 Certificate
- Fire Warden training

For further information contact Amanda Shepherd – General Manager
Ph 6331 0052 or amanda.shepherd@theatrenorth.com.au

Theatre North Inc is an equal opportunity employer.