



FOH MANAGER – Position Description

Employer: Theatre Works Ltd
Reports to: General Manager
Hours: This position is part-time, being 16-20 hours per week (negotiable) across five days. Specifically, it involves the following:

1. Regular four-hour evening shifts between Tuesday and Sunday, managing FOH operations on nights with performances in the theatre.
2. Attendance in the TW office during the week to manage administrative duties pertaining to the FOH such as scheduling bar staff & usher rosters, managing stock, reviewing bar/box office sales and maintaining the FOH float.
3. Attendance at weekly staff meetings on Wednesday afternoons.
4. There may be some flexibility in regards to these hours subject to the approval of the General Manager. Major adjustments must be approved by the General Manager.

Responsibilities:

The FOHM is responsible for both a range of duties they would be expected to undertake themselves and supervising a range of tasks to be completed by casual FOH & Bar staff to ensure these are executed in an appropriate manner and timeframe.

BAR/FOH:

- Regularly manage the operation of Front of House, including opening and closing the venue, serving customers and writing end-of-show reports.
- Restock bar and order wine, beer and cider from sponsors as well as soft drinks, bar snacks, milks and cleaning materials.
- Oversee stocktaking at the end of each production.
- Manage casual front of house and bar staff by organising staff availabilities and creating rosters, carrying out training as required for new members and monitoring RSA certificates for relevant staff.
- Manage volunteer ushers by organising and creating rosters, liaising with ushering partners such as the National Theatre.
- Maintain good communication with casual FOH staff and ensure quality control in Front of House performance and customer service.
- Maintain a good working knowledge of the Eventfinda ticketing system
- Manage and maintain the FOH float, going to the bank for change when necessary
- Ensure the foyer is professionally presented for all shows including the allocation of merchandise, publicity, brochures. Any presentation/design materials such as decorative/aesthetic elements in the foyer area must be discussed with the Marketing/Box Office Manager and the General Manager.
- Ensure bar and Front of House, the theatre auditorium and backstage area (including toilets and shower) are clean and kept in good condition.
- Ensure good working knowledge of current plays and productions for the purpose of informed front of house enquiry and response to questions and/or concerns.

EVENTS:

- Support the delivery events such as opening nights, season launches, donor nights, fundraisers and other special events.
- Organising and sourcing catering and beverages for these events from partners and sponsors.
- Attendance at all events as a company representative.



APPENDIX

Code of Conduct:

A harmonious workplace can be promoted by modeling the highest standards of professional conduct for all guests, interns and volunteers that engage with the company. To this end, it is expected that Theatre Works employees conduct themselves in a courteous and respectful manner at all times. For more detail with respect to codes of conduct, please refer to the company charter, readily available for reference in the office in the staff folder.

All employees are required to attend regular staff meetings and raise any pursuant matters including OH&S. Alternatively, matters can be reported directly to the General Manager. Theatre Works encourages open communication and does not tolerate workplace bullying. Bullying is repeated unreasonable behavior directed towards a worker or group of workers that poses a risk to health and safety. For further definitions, please refer to the Worksafe brochure available for reference in the Worksafe folder in the office.

TO APPLY

Please send your CV and Cover Letter to gm@theatreworks.org.au

Interviews to be conducted the week of **Mon 25th February**

Successful applicant will commence role the week of **Mon 11th March**