

POSITION DESCRIPTION

Position Title:	Front of House Manager
Reporting to:	Business Operations Manager
Direct Reports:	Assistant Front of House Manager, Food and Beverage Manager, Duty Managers, Bar and Function Supervisors, Casual Front of House Attendants
Term:	Full Time, 2 year maximum-term contract

PRIMARY PURPOSE OF THE ROLE

The Front of House Manager proactively leads the Front of House team to deliver exceptional customer service to patrons, clients and all users of the venue.

The position is responsible for managing all Front of House operations to ensure excellent administrative, financial and operational outcomes.

KEY ACCOUNTABILITIES

1. Teamwork and Customer Service

- Provide leadership to, and supervision and training of, the Front of House team in all aspects of Front of House activities.
- Lead by example to develop a positive team culture that is focused on ensuring excellent service delivery is provided to all visitors across bar, catering, cloakroom, and ushering activities.
- Work with the Food and Beverage Manager and the Assistant Front of House Manager to recruit, induct, train and manage all casual Front of House staff within company guidelines.
- Manage and resolve in the first instance where possible, Front of House issues, including complaints and incidences.
- Perform other related duties as required to ensure the smooth running and excellent customer service delivery of Front of House activities.
- Possess strong knowledge about City Recital Hall and the performances and events on at the venue, to best answer patron questions.
- Manage the venue and ensure an exceptional level of customer service.

0. Resource management

- Manage all Front of House operations, in line with required business operating and customer service standards.
- Work with the Concert and Event Team, and other departments where necessary, to plan and prepare event delivery from both an operational and financial level.
- Work closely with the Food and Beverage Manager and the Business Operations Manager to measurably drive sales growth, meet and/or exceed agreed profitability margins in Front of House commercial activities, and ensure close alignment between product offerings and audience demographics.
- Manage all Front of House administration, including rostering and timesheet approval.
- Manage and ensure accurate Front of House cash and EFTPOS reconciliations of events, merchandise, food and beverage sales, and other sales. Ensure safe cash handing procedures are followed and enforced.
- Manage merchandise distribution and sales during events.
- Act as Duty Manager for an agreed number of hours per week, and maximise chargeable hours for the Assistant Front of House Manager and Food and Beverage Manager.
- Review and update Front of House policies and procedures where appropriate.
- Ensure all Front of House areas, including Foyers, Function Room, Greenroom, Bars, Dry Store, Cool Room, and other areas are clean and presentable at all times.
- Ensure security of the venue to ensure sound lock-up procedures are implemented.
- Ensure Front of House equipment is kept in working order and maintained/serviced as required.

1. Workplace Health and Safety

- Act as the Chief Fire Warden during performances and events, taking control of emergency procedures including evacuation of the venue where necessary.
- Undertake regular in-house training sessions as a Fire Warden.
- Ensure that all staff, patrons and hirers observe statutory regulations within the venue, by enforcing the Responsible Service of Alcohol and Liquor Licence conditions as required.
- Ensure that all relevant WHS regulations are adhered to within the Front of House facilities and that best industry practice is applied appropriately.
- Manage monthly venue WHS checks for Front of House areas and report any WHS concerns to the WHS Committee.
- Provide WHS inductions to Front of House and function contractors as required.
- Operate venue equipment under venue operational and safety guidelines.
- Report any incidents to the Business Operations Manager and/or CEO.

KEY CHALLENGES

- Maintaining consistent and high customer service levels across diverse events.
- Effectively manage Front of House operations that are delivered primarily by a team of casual and changing staff.
- Managing conflicting priorities requiring solid time management skills.
- Maintain current and comprehensive knowledge of WHS principles and obligations, and apply relevant aspects of these to Front of House safety situations that may be unique and require acting with limited time and assistance for effective resolution.
- Retain current and detailed operational knowledge of the organisation's emergency and emergency evacuation processes and procedures and be able to confidently and competently implement them as required.
- Balance delivery of customer service standards and customer expectations with professional conflict resolution techniques in dispute situations

KEY RELATIONSHIPS

Who	Why
Internal	
CEO	Develop strategies to foster a positive team culture focused on excellent service delivery at all levels
Business Operations Manager	Provide regular reporting on Front of House commercial activities including sales growth, margins and chargeable income. Perform related duties as requested.
Asst. Front of House Manager	Develop strategies to foster a positive team culture focused on excellent service delivery at all levels. Develop standards for the delivery of courteous, friendly, flexible and professional customer service to patrons, clients and all users of the facility.
Food and Beverage Manager	Monitor and ensure profitability margins are maintained and enhanced for Front of House Bar activities. Coordinate bar rostering to ensure maximum efficiency and return. Develop strategies to foster a positive team culture focused on excellent service delivery at all levels. Develop standards for the delivery of courteous, friendly, flexible and professional customer service to patrons, clients and all users of the facility
Casual Duty Managers	Maintain appropriate hand over and debriefing as required.
Casual Bar and Function Supervisors, Front of House Attendants	Train and mentor to deliver excellent customer service. Lead by example in service delivery.
Technical and Building Services teams	Liaison to ensure security of venue and lock up procedures are complete. Co-ordinate auditorium access and event clearance.
Concert and Event team	Reconcile events accurately and within deadlines. Undertake operational and financial planning and preparation for event delivery.
WHS Committee	Report on and discuss remedies for incidents and accidents. Conduct fire and evacuation drills with Front of House and related personnel. Act as the Chief Fire Warden during performances and events, and undertake regular in-house training sessions as a Fire Warden. As Duty Manager, take control of emergency procedures, including evacuation of the venue where necessary
External	
Front of House suppliers and vendors	Order supplies and obtain best available price and stock volumes. Within procurement guidelines, order Front of House consumables

DELEGATED AUTHORITY

- Works within defined budget, customer service and safety standard operating procedures to ensure the safe and comfortable front of house customer experience for patrons.
- Within procurement guidelines, order Front of House consumables.
- Has broad scope to recruit and employ suitably qualified and experienced team members.
- Provides requisite training and performance feedback in line with organisation's customer service standards
- Has broad scope to propose improvements to delivering improved levels of product and service delivery.

RECRUITMENT: POSITION PROFILE

The organisation

City Recital Hall Limited, a not-for-profit company, produces, promotes, presents and facilitates a vibrant, enterprising, diverse and inclusive program of concerts and events each year at City Recital Hall.

The company produces and presents its own curated program of performances and events annually, and supports a regular client base including Australian Brandenburg Orchestra, Australian Chamber Orchestra, Musica Viva, Pinchgut Opera, Vivid Sydney, Sydney Festival and Sydney Symphony Orchestra.

The Hall is also available for hire for concerts and events presented by not-for-profit arts and community organisations, commercial concert promoters, educational institutions and corporate companies.

The role

The Front of House Manager works closely with the other managers, in particular, the Business Operations Manager, to ensure the delivery of courteous, friendly, flexible and professional customer service to patrons, clients and all users of the facility. This is achieved via the effective leadership and management of the Front of House operations of the venue, including all Front of House staff, Front of House areas, supervision of bars, functions and catering arrangements.

The Front of House Manager is a key front-line position requiring exceptional communication and people management skills, excellent administrative skills, and a customer focused co-operative, positive and calm manner.

The position requires a flexible approach to working hours, including evening and weekends.

The role has responsibilities across the following areas:

1. Excellence in venue management and customer service during performances and events.
2. Consistently high client and patron satisfaction.
3. Meeting and/or exceeding agreed profitability margins in Front of House commercial activities.
4. Leading and ensuring the safety of patrons and staff using Front of House facilities.
5. Proactively managing a team of casual staff to exceed the expectations and experiences of all visitors.
6. Effective administration of all Front of House operations.
7. Working knowledge of operating systems in use by the venue, and excellent communications with back of house to ensure the effective and efficient delivery of Front of House services.
8. Knowledge of and adherence to City Recital Hall Limited policies, procedures and systems, including WHS and emergency evacuation.

SELECTION CRITERIA

Essential

1. At least 3 years experience managing a Front of House team at a performing arts venue, events/functions venue, or similar venue.
2. Demonstrated ability to lead a diverse team to deliver excellent customer service.
3. Demonstrated ability to drive sales growth and maintain profitability margins.
4. An ability to work efficiently and calmly under pressure in a multi-task environment to ensure performance and event deadlines are met.
5. Excellent interpersonal, negotiation and communication skills.
6. Proven administration, cash handling and reconciliation skills.
7. Regular availability during evenings and weekends.
8. Current NSW Responsible Service of Alcohol (RSA) photo competency card.
9. Current NSW Working with Children Check clearance for paid employment.
10. Working knowledge of Microsoft Office (Word, Excel and Outlook).

Desirable

1. Hospitality and bar management experience.
2. Current First Aid Certificate.
3. Qualifications in events management.