

Position Description

JOB TITLE	Front of House Services Manager, ACO Pier 2/3
REPORTS TO	COO
DIRECT REPORTS	Casual Ushers and other casual or acting Front of House and Event Staff (e.g. Duty Managers), cleaning contractors

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 Front of House Services Manager is responsible for ensuring an exemplary level of customer experience and service by providing a welcoming and safe Front of House environment for audience, patrons, visitors and staff, ensuring compliance with WHS legislation at all times, as well as successfully contributing to managing the venue presentation standards, facilities and delivery of events at the Venue.

DUTIES AND RESPONSIBILITIES

1. Front of House Leadership

- a) Ensure excellence in customer service for all audiences and customers of ACO Pier 2/3 by developing and implementing best practice systems, processes, and procedures for Front of House operations;
- b) Liaise with all departments of the ACO, including ACO musicians, to ensure a high level of rigour and detail in all aspects of communication, planning, and service delivery of Venue activities;
- c) Ensure a high standard of presentation in the Venue and ensure the prompt start and smooth running of activities in the Venue;
- d) Manage a team of casual FOH staff from recruitment through to the administration of induction, training, performance standards, rostering and timesheet reporting;
- e) Develop a collaborative and positive working environment for FOH staff by ensuring effective information sharing, training and supervision to maintain the highest standards of service and health and safety;
- f) Consciously foster a workplace culture that is consistent with the ACO's purpose, vision, principles and values;
- g) Direct and support FOH casual staff using the ACO performance management framework that encourages continuous feedback, goal and priority setting and development planning;
- h) Proactively address people related issues with the support of the Chief Operating Officer and HR; and
- i) Work closely with Bell Shakespeare, ATYP, the Pier 2/3 Ground Floor Commercial Space Operator and the WBAP Precinct Manager to develop and successfully maintain joint operating procedures for Pier 2/3 Shared Spaces, including the Shared Foyer and Shared Foyer Bar.

2. Front of House Operations and Safety

- a) 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 are trained in, understand, and comply with the ACO's and WBAP's WHS induction and emergency response responsibilities;
- b) Oversee the implementation of WHS requirements relating to FOH procedures, including representing the ACO on the WBAP's Emergency Planning Committee and FOH on the ACO WHS Consultation Group, and responding to evolving COVID-19 safety measures;
- c) Liaise closely with Pier 2/3 arts tenants, Shared Foyer Bar Operator and Ground Floor Commercial space hirers to ensure the smooth operations of these spaces;
- d) Meet the requirements of all relevant liquor licence legislation, and RSA, including acting as ACO's Approved Manager as required;
- e) Be responsible for ensuring the security of the Venue on a daily basis, including securing the Venue after patrons have left the premises (either in person or through deputising to an agreed Duty Manager); and
- f) Be responsible for quickly and diplomatically resolving 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.

3. Event Services Management

- a) Ensure the presentation standards of the Venue are documented and managed to ensure consistency and highest quality customer experience;
- b) Work collaboratively with the Head of Venue Sales, Venue Operations Teams and Panel of Caterers, as well as ACO Producers and Hirers to ensure that each event confirmed is planned and executed professionally;
- c) When required, work as the Duty Front of House Manager on internal and external events ensuring compliance with fire, health and safety, noise management and licensing regulations; and
- d) Work closely with the Venue Operations teams to ensure smooth bump in and out for all events to minimise disruption to other activities.

4. Other

- a) Lead venue tours and greet visitors as required;
- b) Coordinate, report and manage facilities maintenance requirements as required;
- c) Undertake training where required on WHS, First Aid, Child Safety, Anaphylaxis, RSA, manual handling and any other training;
- d) Keep engaged with peer performing arts companies and venues and proactively build relationships with counterparts;
- e) Keep up to date with industry trends, innovation and benchmarks; and
- f) Other duties as required and directed.

KEY RELATIONSHIPS

The Front of House Services Manager is required to develop positive relationships within their immediate team (ACO Pier 2/3) and across the whole organisation. Key internal stakeholders include Artistic Operations, Marketing, Executive Office, Philanthropy & Partnerships, Learning & Engagement, Finance and the Orchestra.

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

TERMS

This position is a permanent full-time role based at Pier 2/3 in the Walsh Bay Arts Precinct, Sydney. The Front of House Services Manager will be required to work after hours and on weekends in line with ACO's operational needs and in consultation with the COO. The ACO supports opportunities for employees to achieve a balance in their work and home lives. Due to the nature of this position, the successful applicant will also need to successfully complete Working with Children Checks and hold current Senior First Aid qualifications and a Responsible Service of Alcohol Competency Card.

POSITION REQUIREMENTS

The successful applicant will meet the following position requirements:

Required Skills, Experience & Qualifications:

- At least 5 years' demonstrated experience working in Front of House and / or Event Management, or in a similar role within the Arts or Entertainment industries;
- Exemplary customer service and communication skills;
- Leadership skills with a proven ability to build, roster and manage a high performing team in a customer service environment;
- Knowledge and practical experience of all relevant WHS legislation and safety systems in a performance venue and customer service environment;
- Fire and Emergency Management experience;
- Ability to manage challenging situations with tact and professionalism;
- Capacity for swift and effective decision making under pressure; and
- Planning and project management skills and experience, coupled with exceptional attention to detail.

Advantageous Qualifications & Experience:

- Working knowledge of venue/event management systems.

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.

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.