

Position Description

JOB TITLE	Front of House Duty Manager
REPORTS TO	Front of House Services Manager
DIRECT REPORTS	Casual Ushers

ABOUT THE ACO

Led by its charismatic Artistic Director, Richard Tognetti, the Australian Chamber Orchestra (ACO) 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 within Pier 2/3 in Sydney's Walsh Bay Arts Precinct (WBAP), an exciting home for performance, presentation, community engagement and collaborative opportunities, which includes a 277 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 Bar with other Pier 2/3 tenants including Bell Shakespeare and the Australian Theatre For Young People (ATYP).

ABOUT THE POSITION

As part of the ACO On The Pier team, the Front of House (FOH) Duty Manager is a hands-on role responsible for ensuring exceptional customer service is provided to all audience, patrons, visitors and staff in a safe and inclusive environment.

This position manages a team of casual FOH Ushers in the day-to-day operations of performances and events across ACO On The Pier venue spaces and collectively the FOH team ensures venues are well presented, safe and meet the high expectations of the ACO experience.

DUTIES AND RESPONSIBILITIES

- Contribute to the smooth, professional and consistent delivery of live events across ACO On the Pier venue spaces working closely with ACO technical and facilities teams;
- Work collaboratively with ACO producers, staff, clients, contractors and stakeholders to ensure each event runs effectively and efficiently in accordance with Production Briefs and ACO procedures;
- Lead and support the casual FOH usher team, maintaining consistent standards of performance in accordance with FOH operating procedures; including shift briefings, duty delegation and fostering a collaborative positive working environment;
- Ensure customer service excellence and memorable experiences are consistently provided to all patrons visiting ACO on the Pier, identifying and resolving any concerns in a timely manner to ensure high levels of customer satisfaction;
- Ensure a high standard of venue presentation across ACO On the Pier consistent with ACO protocols;
- Be fully conversant with ACO and WBAP Workplace Health & Safety (WHS) procedures and related NSW regulations to facilitate a safe environment for all ACO staff and patrons. This includes emergency evacuation protocols in order to act as Deputy Chief Fire Warden, as well as regularly update FOH teams and provide inductions to staff and contractors as required;
- Liaise with Pier 2/3 tenants, Shared Foyer Bar Operator and Ground Floor Commercial tenant as required to ensure the smooth and safe operations of these spaces;

- Undertake training as required; including WHS, First Aid, Child Safety, RSA and manual handling; and
- Other duties as required and directed.

KEY RELATIONSHIPS

- ACO On The Pier Team
- ACO On the Pier Casual Ushers and Technical / Production Staff
- Patrons and visitors to Pier 2/3
- ATYP and Bell Shakespeare FOH staff
- Create NSW Walsh Bay Arts Precinct Team
- Catering contractors, including Shared Foyer Bar operator

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

TERMS

This is a casual position based at Pier 2/3 in the Walsh Bay Arts Precinct, Sydney. Due to the nature of this position, there is a requirement to work after hours and on weekends in line with ACO's operational needs and in consultation with the Front of House Services Manager.

The position involves manual labour and requires the ability to safely evacuate patrons in an emergency.

POSITION REQUIREMENTS

The successful applicant will meet the following position requirements:

Required Skills, Experience & Qualifications:

- At least 2 years' demonstrated experience working in Front of House and / or Event Management in a supervisory capacity, or in a similar role within the Arts or Entertainment industries;
- Proven experience and commitment to the delivery of exceptional customer service in a frontline service environment;
- Strong communication (written and oral) and interpersonal skills;
- Knowledge and practical experience of WHS and Emergency Management procedures in a performance and event venue;
- Strong leadership skills and attention to detail with a proven ability to support a high performing team in a customer service environment;
- Sound organisational skills for planning and coordinating priorities for FOH operations;
- Hold current certifications in (or be willing to obtain) First Aid at Work, Working with Children Check (WWCC) and Responsible Service of Alcohol (RSA) competency;
- Ability to manage challenging situations with tact and professionalism;
- Knowledge of back of house roles and operations in a performance-based environment; and
- Capacity for swift and effective decision making under pressure.

Attitudes:

- Strong commitment to high level, solution focused customer service and safety;
- Ability to work with enthusiasm and flexibility in a diverse, fast paced, agile team environment;
- A team player who does not compromise on personal responsibility;
- Shows initiative, self-motivation and self-discipline; and

- An interest in music.

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.

The ACO is committed to making reasonable adjustments to provide a supportive and barrier-free workplace. If you require any adjustments before or during the selection process, please email our Head of HR at claire.diment@aco.com.au.