

# BELVOIR



## ASSISTANT FRONT OF HOUSE MANAGER Information Pack

OCTOBER 2019



The Cast of *Counting and Cracking* Photo: Brett Boardman.

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COMPANY B LIMITED  
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## Overview

- Job Profile:** The Assistant Front of House Manager is a full-time position with responsibility for Belvoir's bar and front of house operations and team. A key member of the Customer Service department, the Manager works closely with the ticketing team, production department and Belvoir administration, providing leadership to the Front of House staff to deliver Belvoir's business priorities in its venues, theatres and events.
- Hours of work:** 40 hours per week rostered in consultation with Manager. The spread of hours will vary to suit the nature of the work undertaken, including weekend and evening work. The position is salaried and as such no overtime is payable.
- Package:** 10% employer contribution to superannuation  
20 days annual leave per annum accrued pro rata  
10 days personal leave per annum pro rata  
Free and reduced tickets to Belvoir shows and other industry events
- Contract:** Ongoing  
6-month probation period
- Reporting to:** House Manager, Venue and Events
- Reports:** Front of House staff
- Salary:** Commensurate with experience
- Starting:** ASAP
- Application:** Please submit a CV (including the names and daytime contacts of at least two referees) and cover letter (no more than 2 pages) *addressing the selection criteria*. (Applications not addressing the criteria will not be considered).
- Forward to:** Vyvyan Nickels, Officer Manager  
[reception@belvoir.com.au](mailto:reception@belvoir.com.au)
- Deadline:** C.O.B Monday 28 October 2019



Luke Mullins and Paula Arundell in *Angels in America*, 2013. Photo: Heidrun Löhner

## **ASSISTANT FRONT OF HOUSE MANAGER**

### **Primary Purpose**

The Assistant Front of House Manager is a full-time position with responsibility for Belvoir's bar and front of house operations and team. A key member of the Customer Service department, the Manager works closely with the ticketing team, production department and Belvoir administration, providing leadership to the Front of House staff to deliver Belvoir's business priorities in its venues, theatres and events.

The Assistant Front of House Manager supports the House Manager, Venue & Events in the day-to-day management of Front of House operations. They will ensure best practice hospitality and customer experience outcomes by promoting positive and welcoming environments for audiences, guests and staff.

The Assistant Front of House Manager will demonstrate high levels of initiative, be results-oriented and motivate a team of staff. In addition to providing leadership to Belvoir's front-line staff, duties will include stock control and ordering, systems maintenance including POS and payroll CMS, and ongoing staff support via rosters and training.

The Assistant Front of House Manager reports in the first instance to the House Manager, Venue & Events, then the Head of Customer Experience & Ticketing and ultimately to the Executive Director. Hours of the position are organised on a roster basis and include weekday and weekend shifts. In the absence of the House Manager – Venue & Events, the position will be responsible for the management of the theatre and front of house during performance periods and at events.

### **Duty Statement**

#### **Venue and Operations:**

- Assist the House Manager in Belvoir's operations at the theatre and occasionally at offsite events, including ensuring consistent and exemplary standards are met by Front of House personnel.
- Ensure a high standard of presentation in Belvoir's spaces.
- Assist the House Manager in the support of Belvoir's performances, through efficient audience management, oversight and direction of ushers and bar staff, and working with the production and ticketing teams.
- Responsible for ensuring staff and audience safety in the theatre.

#### **Administration:**

- Responsible for effective management of Front of House systems; including POS terminals and software.
- Responsible for accurate stock control, including monitoring of inventory and wastage, stocktakes and ordering.
- Responsible for delivering sales reports as required.
- Responsible for end of shift financial reconciliations, safe deposits, organising change for till floats.
- Responsible for assisting the House Manager in the planning, execution and delivery of internal & external events.

#### **Management:**

- Responsible for supervising operations at Belvoir's venues and events in the absence of the House Manager, including oversight of the Front of House team, and ensuring that levels of service are of an exemplary standard.
- Assist with reporting on and adherence to management processes in Front of House.
- Assist the House Manager and Head of Customer Experience & Ticketing with advice and other tasks that may arise from day to day.
- Act as Fire Warden and first aid officer at the theatre and at events.
- Responsible for emergency and incident management in absence of House Manager
- Comply with Belvoir WHS policies and procedures
- Meet the requirements of all relevant liquor licence legislation, R.S.A. and House policies.

### **Selection Criteria**

#### **Experience**

- Demonstrated experience of at least two years in a Front of House or hospitality role.
- Experience in cash management, banking reconciliations and financial settlements..

- Experience in staff management and working with a wide range of people.
- Experience managing events
- Experience in working in a changing and dynamic environment.

**Aptitudes/Abilities/Skills**

- Proven dedication to and delivery of high standards of customer service, and the ability to foster a strong service culture within a team.
- Proven ability to motivate and lead a team of casual workers to perform at high standards.
- Excellent communication skills both verbal and written, including attention to detail.
- Proven ability to oversee regular financial settlements and carry out cash reconciliations.
- Proven ability to work under pressure as well as plan and prioritise an often heavy workload.
- Capacity for swift and effective decision making under pressure.
- Possession of current Responsible Service of Alcohol and First Aid Certificates.

**Knowledge**

- Demonstrated interest in, and knowledge of the performing arts industry and the role of Front of House within that industry.
- Demonstrated interest in and sensitivity to actors, artists and the creative process.

## Company Information

When the Nimrod Theatre building was threatened with redevelopment in 1984, more than 600 people – ardent theatre lovers together with arts, entertainment and media professional - formed a syndicate to buy the building and save the theatre. Thirty five years later, Belvoir St Theatre continues to be home to one of Australia’s most celebrated theatre companies.

Belvoir engages Australia’s most prominent and promising playwrights, directors, actors and designers to realise an annual season of work that is dynamic, challenging and visionary. As well as performing at home, Belvoir regularly takes to the road, touring both nationally and internationally.

Both the Upstairs and Downstairs stages at Belvoir St Theatre have nurtured the talents of many renowned Australian artists: actors including Leah Purcell, Cate Blanchett, Jacqui McKenzie, Wayne Blair, Toby Schmitz, Robyn Nevin, Deb Mailman and Richard Roxburgh; writers such as Tommy Murphy, Rita Kalnejais, Lally Katz, Matthew Whittet and Kate Mulvany; directors including Eamon Flack, Anne-Louise Sarkis, Simon Stone, Benedict Andrews, Wesley Enoch, Rachael Maza and former Artistic Director Neil Armfield.

Belvoir’s position as one of Australia’s most innovative and acclaimed theatre companies has been determined by such landmark productions as *The Glass Menagerie*, *Angels in America*, *Brothers Wreck*, *Ivanov*, *Neighbourhood Watch*, *The Wild Duck*, *Medea*, *The Diary of a Madman*, *The Blind Giant is Dancing*, *Hamlet*, *Cloudstreet*, *The Book of Everything*, *Keating!*, *Exit the King*, *The Sapphires* and *Who’s Afraid of Virginia Woolf?*

In 2019 Belvoir produced its biggest show ever *Counting and Cracking* at Sydney Town Hall. It was a sell- out season and is also part of the Adelaide Festival.

Belvoir is one of the 28 Major Performing Arts companies and receives both state and federal funding which amounts to around 19% of income. Other income is derived from box office, development and commercial activities. The company is managed by a Board of Directors which is chaired by Sam Meers. The current Artistic and Executive Directors are Eamon Flack and Sue Donnelly.

More information, including annual reports and seasons, can be found at: [www.belvoir.com.au](http://www.belvoir.com.au)



Xavier Samuel and Andrea Demetriades in *The Dog / The Cat*. Photo: Brett Boardman.