

## **Duty Manager Position**

### **Overview**

**Hours of work:** 30 hours per week rostered. 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.

**Contract:** Ongoing. 6-month probation period

**Reporting to:** Front of House Manager

**Reports:** Casual team (approximately 6)

**Salary:** circa \$40,000 pro rata plus super

**Starting:** TBC ([With Reopening](#))

**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:** TBC

## **DUTY MANAGER**

### **Primary Purpose**

The Duty Manager is a part-time position with responsibility for Belvoir's Bar and Front of House operations and team. A key member of the Customer Service department, the Duty Manager works closely with the FOH Manager, 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 Duty Manager supports the Front of House Manager, 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 Duty Manager will demonstrate high levels of initiative, have a high attention to detail and be able to motivate a team of staff. In addition to providing leadership to Belvoir's front-line staff, duties will include assisting the Front of House Manager with stock control and orders, and support in the delivery of events, rostering and training. Hours are organised on a roster basis and include mostly evening shifts during the week and weekend. In the absence of the Front of House Manager, the position will be responsible for the management of the theatre and Front of House during performance periods and at events.

## **Duty Statement**

- Assist the Front of House Manager in Belvoir's operations at the theatre and ensuring consistent and high standards of customer service, staff presentation are met by Front of House personnel.
- Assist the Front of 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.
- Assist the Box office casuals with Tessitura (ticketing system) errors and general enquires that arise within the Box Office team and report them to management.
- Manage Front of House operations including opening and closing of the building, cleanliness of the venue, the organisation of stock, finalising/cashing up registers, completing shift reports and end of shift financial reconciliations.
- Assist the Front of House Manager and Head of Customer Experience & Ticketing with advice and other tasks that may arise from day to day.
- Act as Chief fire warden in the event of an emergency and ensure the security, safety and welfare of the building and Belvoir's customers and staff during performances and events, including first aid responder.
- Be the welcoming and courteous face of Belvoir at our venues and events as well as being the point of contact for patrons to provide feedback and manage follow-ups.
- Meet the requirements of all relevant liquor licence legislation, R.S.A. and House policies.
- Ensure Belvoir operates within its COVID Safe plan, and that staff understand their responsibilities in the discharging of their duties required by the COVID Safe plan.

## **Selection Criteria**

- Demonstrated experience of at least two years in a Front of House or hospitality role.
- Experience in cash management, banking reconciliations and financial settlements for Front of House or hospitality.
- Experience in staff management and working with a wide range of people.
- Experience managing and delivering events.
- Proven dedication to and delivery of high standards of customer service.
- Proven ability to work under pressure as well as plan and prioritise an often-heavy workload.
- Possession of current Responsible Service of Alcohol and First Aid Certificates.
- Interest in, and knowledge of the performing arts industry and the role of Front of House within that industry.
- Interest in and sensitivity to actors, artists and the creative process.
- Experience in the use of box office ticketing systems, preferably Tessitura is desirable but not essential.