

## **PART 1 – POSITION DETAILS**

<b>Position Title</b>	Front of House Duty Manager
<b>Division</b>	Community & Belonging
<b>Business Unit</b>	Community Arts & Culture
<b>Pay Rate</b>	Northern Beaches Grade B
<b>Reports to</b>	House Operations Coordinator
<b>Hours</b>	56 hrs per fortnight
<b>Status</b>	Part Time
<b>Date of last review and update</b>	April 2021

## **NORTHERN BEACHES COUNCIL'S VISION**

Our Vision is “Delivering the highest quality service, valued and trusted by our community” critical to this are our values of Trust, Respect, Integrity, Teamwork, Service and Leadership.

## **DIVISION**

### **COMMUNITY AND BELONGING**

The Community & Belonging Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bush land, rural and coastal community. The Division comprises of the following business units – Children’s Services, Community Arts and Culture, Customer Services, and Libraries.

## **PART 2 – BUSINESS UNIT OVERVIEW**

### **The Community, Arts & Culture Business Unit**

The Community, Arts & Culture Business Unit manages the strategy, planning, implementation and evaluation of a broad range of recreation and community programs, events and services. The Unit provides disability advice, youth and recreation services, administers community grants, and develops and implements safety programs for the community, crime prevention, senior’s programs and volunteer groups. The Unit also manages community use of Council’s community center assets and facilities.

The Community, Arts & Culture Business Unit will deliver the following services;

- Social Planning
- Community Development
- Aged and Disability
- Youth and Families
- Youth and Families Counselling
- Community Facilities
- Arts and Cultural Development
- Hop Skip & Jump Bus
- Volunteer Management
- Food Services
- Glen Street Theatre
- Manly Art Gallery & Museum

### **Glen Street Theatre**

Glen Street Theatre is a busy 400-seat professional theatre, owned and managed by Northern Beaches Council. The theatre is located at Belrose in the Glen Street Cultural Hub and delivers an engaging annual performing arts program for all ages and tastes.

## **PART 3 – ROLE PURPOSE & KEY RESPONSIBILITIES**

### **Role Purpose**

The Front of House Duty Manager is responsible executing the delivery of events at Glen Street Theatre. Working in a team environment, the role leads customer service to maximise and maintain the “Glen Street” experience for all patrons, co-ordinates and monitors the team of all casual Front of House staff, liaises with other Council departments and works within Northern Beaches Councils framework of core values, Business Excellence and OH&S

### **Key Responsibilities**

#### **People Leadership**

- Behaviour that positively demonstrates Northern Beaches Council’s values of Trust, Teamwork, Respect, Integrity, Service and Leadership.
- Effectively manage the front of house operation for events in order to deliver consistently excellent service levels to hirers and patrons in an environment that is welcoming, professional and safe.

#### **Team Management**

- Manage and lead front of house team members for event service delivery.
- Ensure rosters are managed and staff times are appropriately reported and amend with note any variances.
- Achieve day-to-day performance goals by supporting, encouraging and expanding teamwork and the capabilities of the team
- Reporting to the House Operations Coordinator provide on-going evaluation and monitoring of the team’s performance and culture to ensure timely, accurate and efficient service is provided to both internal and external customers.
- Lead by example by exemplifying a high level of customer and other service standards.
- Assist other areas of Glen Street Theatre for effective and quality service delivery

#### **Service Delivery**

- Ensure the comfort and safety of all venue users including patrons and performers.
- Be aware and responsive to the needs of patrons.
- Coordinate the delivery of front of house event services to ensure hirer/user compliance with operating procedures and the workplace health & safety requirements of the venue.
- Liaise with hirers, box office, and technical staff to coordinate the timely commencement of performances, efficient traffic of patrons, maintenance and appearance of the foyer and public spaces, and security of the building to ensure patron enjoyment and safety.
- Manage merchandise sales, stock management and reconciliation reporting
- Ensure the appearance of all Glen Street Theatre public areas are maintained to a high standard.

### **Food and Beverage**

- Monitor and oversee bar sales and service, including balancing POS and reconciliation reporting.
- Oversee the service of alcohol and ensure that staff deliver practices in line with a
- Oversee stock and ensure appropriate levels are maintained or facilitate new orders as required.
- Take an active participation in monthly stock take and audit.

### **Operations**

- Ensure any cleaning issues are addressed immediately and work with the cleaning contractor and House Operations Manager to rectify any issues.
- Report any facilities management issues or urgent repairs for action
- Keep up to date with policies and procedures.
- Actively contribute ideas to improve services and work processes
- Keep up to date and ensure compliance with Council processes and procedures.
- Ensure compliance with relevant federal, state, local and statutory regulations including the requirements of the Code of Conduct, Equal Employment Opportunity (EEO) principles, the Work Health and Safety (WHS) Act, the Local Government Act and the requirements of ICAC.
- Undertake all duties in accordance with WHS, EEO, Code of Conduct principles and requirements.

### **Safety**

- Act as the chief warden in the absence of the House Services Coordinator.
- Identify, respond to and manage any incidents involving staff and patrons. In the case of an emergency, ensure the safe evacuation of the venue in conjunction with the Duty Technician and rostered staff, in accordance with the venue's emergency evacuation procedures.
- Actively participate in preventing accidents by identifying hazards and becoming involved in the OHS&R program and taking reasonable care for the health and safety of yourself and others.
- Report and record any unsafe situations, emergency, hazard, incident, accidents, injuries or damage immediately.
- Undertake all duties in accordance with OH&S, EEO, Code of Conduct principles and requirements.

*\*\*\* Whilst this position description covers the key areas of responsibilities, this list is not exhaustive. Day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably and within the limits of individual skills, competence and training).*

## **PART 4 – ESSENTIAL CRITERIA**

### **Educational & Experience Requirements**

- Previous experience in a customer service role preferably in an arts or events environment.
- Previous experience in hospitality
- Sales and cash handling experience
- Current First Aid and CPR
- Current Working with Children Check (paid)
- Current RSA

### **Capabilities and Knowledge**

- Data entry and database management skills with attention to detail.
- Strong computer skills, especially in Microsoft Excel, Word and Outlook.
- Ability to work outside normal business hours including weekends and evenings.
- Ability to work effectively under pressure.
- Demonstrated high level communication skills
- Demonstrated commitment to quality customer service including effective customer compliant /conflict resolution skills.
- Demonstrated ability to manage and prioritise concurrent projects with competing deadlines
- Ability to prioritise and work autonomously.
- High level communication skills
- Strong leadership skills with a proven track record of building and managing teams that deliver a high level of customer service.

## **PART 5 – DESIRABLE CRITERIA**

- Previous experience in a hospitality environment
- Experience in event management.
- Experience in rostering.
- Experience in the use of computer based POS systems, i.e. event ticketing, hotel reservations, travel, etc.