

<b>Position Title</b>	<b>Front Of House Team Leader</b>
<b>Status</b>	Full-time
<b>Classification Level</b>	SCEC Pty Ltd Certified Agreement 2022 Level 4
<b>Department</b>	Event Operations
<b>Effective Date</b>	January 2024

## ABOUT US

Operated by the Sunshine Coast Events Centre Pty Ltd, The Events Centre is the leading performing arts centre located on the beautiful Sunshine Coast. We are a place where arts, entertainment and events come alive; where the community gathers to celebrate, learn, and connect.

We provide cultural leadership for the Sunshine Coast and enhance the liveability of the region by presenting a rich and diverse program of performing arts and events, enhancing local creative industries and vocational opportunities. We engage in programming and partnerships for the benefit of culture, tourism, and business, putting audiences, artists and community at the heart of everything we do.

We strive to be a beacon of inspiration, innovation, and inclusivity, fostering a sense of belonging, pride, and cultural vitality.

## ABOUT THE ROLE

The Events Centre Caloundra delivers performing arts productions and activities as well as business and community events. The Event Operations Department delivers the management and delivery of catering and front of house services for performances and events in a safe, professional, and timely manner, ensuring that all services are delivered to high standards, within resource constraints, and achieve a high level of customer service.

The FOH Team Leader works closely with the F&B Team Leader and is responsible for providing efficient, professional and customer focused FOH services for the benefit of all clients and patrons. The FOH Team Leader will operate as duty manager for performing arts events and the F&B Team Leader for business and community events and meetings.

This position plays a crucial role in orchestrating great experiences for our valued patrons from the moment they step through our doors.

## RESPONSIBILITIES

### People

- Manage the audience, championing an audience-first, service approach, and be the welcoming and courteous face of our venue and events.
- Effectively and efficiently supervise the FOH team, ensuring high staff presentation standards, a culture of excellence, and compliance with our values, organisational policies, relevant laws and regulations.
- Address feedback and complaints with agility and insight, enhancing patron satisfaction through innovative solutions.
- Supervise the volunteers to ensure they present a warm, welcoming presence to patrons and are utilised within their skills and abilities.
- Identify training needs and manage delivery of appropriate training for both volunteers and paid staff.

- Build and maintain effective internal and external relationships, ensuring clear and timely communication with clients, external suppliers and the internal team.
- Collaborate with the F & B Team Leader on recruitment and rostering.

#### **Venue Presentation**

- Be responsible for the visual appeal of the foyers and the building including the arrangement of the furniture in collaboration with set-up crews so that the facility reflects our commitment to quality.
- Be responsible for the opening and closing of the building and the management of access and signage in the carpark.
- Undertake the rostering of cleaning staff and the management of cleaning supplies.
- Ensure the cleanliness of the venue, managing cleaning services before, after and during performances, through regular-house-keeping inspections and remedying as necessary.
- Actively improve all FOH procedures to ensure industry best-practice, efficiency, and customer service.

#### **Performance/Event Management**

- Manage and oversee all theatres, rooms and associated foyers and facilities, and be responsible for the welfare of all patrons and staff before, during and after performances, using initiative to address event-related challenges.
- Prioritise work health and safety, supervising WHS compliance. Manage all incidents and emergency situations, acting as the Chief Fire Warden in the event of a fire, and the Designated First Aid Officer for all medical incidents.
- Collaborate with the Production Coordinator, Venue Hire team, BOH Supervisor and F&B Team Leader to ensure all requirements including FOH set-up and merchandise requirements for each performance are in place to meet client and patron expectations.
- Prior to each event, communicate event requirements and expectations to front of house staff including ushers, volunteers, and security. Ensure the venue is clear and ready for audiences prior to doors opening, monitor performance running times, and ensure performances run to schedule by assisting where possible to ensure smooth venue operations.
- Ensure the creative demands of each production, such as photography bans and lockouts, are considered when managing audience members, and oversee patron compliance during performances.
- Have a thorough understanding of the varied accessibility requirements patrons face when attending a performance; ensuring patrons with access requirements enjoy the same level of care and enjoyment afforded to all audience members by ensuring that entry and transference to seat (for patrons using a wheelchair) happen seamlessly for the patron.
- Complete post-show reports and submit in a timely manner, ensuring any urgent matters are escalated quickly and appropriately through the correct channels.

*NOTE: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence, and training.*

#### **ROLE DIMENSIONS**

##### **Reporting line**

- To the Event Operations Manager

##### **Direct reports**

- FOH Supervisors

- FOH Attendants
- Volunteers
- Security contractors
- Cleaning contractors
- Casual ticketing staff in the absence of the Business Performance Manager.

***Delegated Decision Making***

- Represents The Events Centre management in resolving venue related situations when management is not on site. Decisions about customer issues, as well as direction of staff whilst Duty Manager, must be based on a sound knowledge of the venue and its procedures and must be documented in show reports.
- Attendance management and sign-off on timesheets of FOH staff.

***Budget/Expenditure***

- Nominated business-as-usual expenses as per the adopted annual budget.
- Delegated purchase approval – \$5,000

**KEY CRITERIA**

We are looking for a creative problem solver with a positive ‘can-do’ attitude and a customer-centric approach. The FOH Team Leader will require:

- Exceptional interpersonal skills and strong customer service experience.
- Proven experience in providing best practice FOH management in the arts, hospitality or entertainment industry with a demonstrated ability to lead a team of casual and agency staff.
- Experience in training team members and in the development of procedures and processes.
- Current RSA or RMLV certificate, with experience in a licensed venue.
- Current First Aid Certificate.
- A high degree of flexibility in work availability with the ability to work weekends and nights.
- Strong computer literacy with a sound working knowledge of MS Office and other standard office software.
- A working knowledge of WHS principles.
- Current drivers’ licence – “C” Class
- Working with Children Check (or ability to qualify).

**ACKNOWLEDGEMENT**

I, ....., accept the position description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

..... Date: ...../...../.....  
**Signature of Employee**