



Volunteer Coordinator & FOH Manager POSITION DESCRIPTION

Title	Volunteer Coordinator & FOH Manager
Section	BREC Experience Team
Position	Permanent part-time
Hours	Between 68 – 80 hours per 4 week cycle (to be agreed), based on a roster and driven by the requirements of the business. Frequent evening and weekend work is part of this role. In addition to contracted monthly hours, additional hours may be available on the roster by agreement.
Reports to	Deputy BREC Experience Manager
Start Date	As soon as possible/June 2025
Review Date	12 weeks probation, then annually
Classification	Live Performance Award 2020, Level 6
About BREC	<p>BREC is the much loved and multi-award-winning performing arts centre and conference venue serving Bunbury and Australia's South West since 1990. BREC brings people together to share exceptional experiences.</p> <p>BREC is committed to being an inclusive workplace. We welcome applications from people with diverse backgrounds including First Nations peoples, those from culturally and linguistically diverse backgrounds, those identifying as LGBTIQ+, and people living with disabilities..</p>
BREC Values	Evolve and thrive. Champion Respect. Together.
About You/The Role	This is an exceptional opportunity to apply your outstanding people and administrative skills in a busy creative environment. You will have primary responsibility managing the BREC Volunteer program including recruiting, training, rostering and supporting our BREC Volunteers as they deliver BREC's Front of House services for live performances and occasional BREC Events. You will also regularly lead the team as FOH Manager on selected shifts and prepare ahead for our casual FOH Managers, always ensuring seamless and professional FOH services. Your friendly and efficient approach and 'can do' attitude will help ensure a positive experience at BREC for volunteers, artists, audiences and clients, contributing to our long-term sustainability and success.

Team Objectives	<p>With a special focus on BREC Event clients, artists, audiences and our BREC Volunteers, the BREC Experience team provide operational and event services that deliver exceptional experiences with BREC for all.</p> <p>The team drive acquisition and successful delivery of a wide range of business and private events [BREC Events]; recruitment, support and management of our BREC Volunteers; ticketing and other FOH services; plus food and beverage, cleaning and other operational services. Building and maintaining strong relationships with external commercial, local and community stakeholders, the team provide excellent and responsive customer service. By ensuring efficient and cost-effective delivery of year round activity in our venues, the team contribute to the long term sustainability of BREC.</p>
Hours of Work	<p>Monday – Sunday; Flexible hours as rostered. Frequent evening and weekend work is required, however we also commit to some office hours to complete the administrative functions of the role. Additional rostered hours beyond the contract will be available depending on the needs of the business. Regular BREC office hours are 0900-1700hrs Monday to Friday.</p> <p>Pre-approval must be obtained for overtime to be additionally compensated. Overtime may be awarded as time off in lieu (TOIL).</p>
Period of Notice	Three weeks or as per Live Performance Award 2020.
Other Benefits	4 weeks annual leave and 10 days personal leave (pro-rata) plus other legislated entitlements and 1 BREC Wellness Day will apply. The opportunity to experience live performance and attend shows at BREC .
Other requirements	<p>On appointment, successful applicants must supply current: National Police Certificate, Working with Children Check, RSA and Approved Manager Certificates, plus any other qualifications advised by the BREC Experience Manager. These must be maintained throughout employment at BREC.</p> <p><i>Applicants must hold full work rights in Australia.</i></p>

Key Position Responsibilities

Volunteer & FOH Management

- Maintain a team of Front of House volunteers adequate to service BREC's needs by recruiting, inducting, training, rostering, encouraging and supporting volunteers
- Liaise with the Deputy BREC Experience Manager, other BREC staff and casual FOH Managers, the Volunteer Think Tank and Assistant FOH Managers to ensure all volunteer requirements are met
- Maintain and update volunteer protocols including: interview; induction and initial training of volunteers; and all other required training to ensure patrons comfort and safety.
- Maintain volunteer records and keep the BREC volunteer management system (VMS) updated
- Conduct standard Evacuation training of volunteers and BREC staff, and work with the Technical Manager to maintain and refresh Evacuation policies and procedures. Contribute to BREC's WHS Committee as required.
- Convene and administer the Volunteers' Think Tank, action outcomes and maintain regular communications between BREC and the Volunteers
- In collaboration with the Think Tank, arrange and manage volunteer social functions that

align with the allocated budget and are scheduled to allow key BREC staff and Board to attend and/or assist

- Prepare volunteer roster and show briefing for all FOH Managers ahead of every shift.
- Assist with restocking and preparation of bars and café as required
- Assist with preparation of foyers and auditoriums for shows as required

Front of House or Event Duty Manager Responsibilities

- Work live performances and BREC Events as rostered, as the 'face' of BREC; acting as Front of House Manager, or occasionally as Event Duty Manager as required
- Conduct pre-event checks ensuring the building is well presented and clean and tidy, and that access, venue lighting, security, and house seats are in order.
- Liaise with box office re ticket sales and distribution of patrons, and ensure there is no unauthorised entry into the auditorium.
- Liaise with Duty Technician or Stage Management throughout performance mode regarding giving and receiving house clearance.
- Liaise with promoter or promoter's representative and stage management to ensure that all requests (eg catering riders, merch sales) are being met, including any special requirements not previously communicated.
- Prepare bars for service, stocking and setting up POS systems, distribute cash floats, connect EFTPOS machines
- Manage bar service during performances and events, including staff allocations, stock levels maintained, and other bar duties, as required
- Action the emergency procedures in association with the FOH volunteers and technical staff, monitoring any issues that may arise during the event
- Coordinate the segregation of waste and use of disposable items to minimise BREC's environmental footprint, and that bins are in the pickup area as required
- Represent venue management ensuring that any problems with staff or patrons are quickly and diplomatically resolved ensuring the high reputation of BREC is maintained.

General Duties

- Follow all policies & procedures and maintain a safe, secure and legal work environment
- Maintain confidentiality of sensitive information resulting from involvement with other staff and users of BREC.
- Ensure personal presentation, punctuality and reliability which reflect BREC's corporate and community image
- Maintain current RSA and Approved Manager Certificates
- Other duties as may reasonably be required from time to time.

Essential Selection Criteria

1. Resilient and self-motivated, a strong team player; thriving in a fast changing environment
2. Proven customer service skills, with the ability to deal with clients, suppliers, the public, volunteers and patrons in a friendly, professional manner as a representative of BREC
3. Proven ability to identify and resolve issues proactively.
4. Demonstrated organizational skills including strong time management skills and the ability to prioritise workload
5. Proven attention to detail and a high degree of accuracy including good written and oral communication skills
6. Confident computer skills (Word, Excel, Outlook, etc)
7. Demonstrated appreciation of the importance of legal and regulatory frameworks including an awareness of work Health and Safety responsibilities in the workplace
8. Supervisor level experience in hospitality or event operations or live performance

9. Approved Manager Card required for Bar Management

Desirable

- Familiarity with Point of Sale systems, event management software, Microsoft Office, and SharePoint
- Previous experience managing volunteers or volunteering
- A sense of humour under fire and a love of writing lists
- An interest in live performance, the arts or events.

To Apply

Please email to careers@bunburyentertainment.com:

1. A cover letter (2 pages or less) outlining your suitability for the role and how you meet the selection criteria. Tell us why this is the job for you!
2. Your Resume with two referees.

Deadline: 10am, Wednesday 21 May, 2025.

NOTE: We are actively recruiting and reserve the right to fill the position prior to the deadline.

Contact

Queries to Suzanne Clark, BREC Experience Manager on 08 9792 3135 or careers@bunburyentertainment.com