



## CASUAL FRONT OF HOUSE MANAGER (PERFORMANCES) POSITION DESCRIPTION

<b>Title</b>	Casual Front of House Manager (Performances & Events)
<b>Section</b>	BREC Experience Team
<b>Position</b>	Casual
<b>Reports to</b>	BREC Experience Manager
<b>Award</b>	Live Performance Award 2020
<b>Classification</b>	LPA 2020, Level 6
<b>Pay range</b>	\$ per hour, plus superannuation.
<b>Hours</b>	<p>This is a casual position based on performance and event schedules.</p> <ul style="list-style-type: none"><li>▪ Successful applicants must be available to work evenings and weekends, when most performances take place. Occasional weekday shifts may also be available.</li><li>▪ Shifts are offered based on the performance schedule and operational requirements of the venue. As a casual role, there are no guaranteed minimum hours.</li><li>▪ Casual Front of House Managers will be offered shifts as they arise and may accept or decline shifts depending on availability.</li></ul>

### **About You & the Role**

Working as part of the BREC Experience Team and reporting to the Deputy Experience Manager, the Front of House Manager supervises volunteer ushers and coordinates audience entry, seating and patron services to ensure performances run smoothly and audiences feel welcome and supported.

The Front of House Manager works closely with members of the BREC Experience Team, including the Experience Manager, Deputy Experience Manager and Volunteer Coordinator, depending on operational requirements. During performances, the Front of House Manager may be the most senior Front of House staff member present and is responsible for audience management and Front of House operations.

The Front of House Manager works in coordination with the Duty Technician, who leads venue emergency procedures where required.

This role focuses on the delivery of individual performances and events. It includes supervision and coordination of volunteers during events but does not include the ongoing recruitment, training or administration of volunteers, which is managed by the Volunteer Coordinator.

### **Key Relationships**

- BREC Volunteers (Assistant Managers, Usher, Bar/Cafe staff, Doorkeepers, etc)
- Duty Technician
- Box Office staff
- Volunteer Coordinator
- Deputy BREC Experience Manager
- BREC Experience Manager



## **Team Objectives**

The Program Team is responsible for programming and delivering BREC's curated program, community engagement, audience development, including initiatives that support First Nations audiences and artists, external presenter relationships, creative learning, program evaluation, and local sector development initiatives such as the BREC Artist Retreat and community capacity building masterclass series. The team also supports marketing activity across BREC Events, venue hirers and the BREC brand.

The team builds strong relationships with commercial, local and community hirers, sponsors, donors and other stakeholders, providing responsive customer service and supporting the efficient and cost-effective delivery of year-round activity across BREC's venues.

## **About Us**

Bunbury Regional Entertainment Centre (BREC) is a much-loved, multi-award-winning performing arts and conference venue serving Bunbury and Australia's South West since 1990. As a For Purpose organisation we bring people together to share exceptional experiences through a diverse mix of live performance, film, creative learning, business and community events that connect and inspire our region.

BREC presents and hosts a year-round program of theatre, music, dance, comedy, film and community events. Our Front of House team and dedicated volunteers play an important role in ensuring audiences enjoy a welcoming, safe and memorable experience at every performance. We're committed to being a diverse and culturally safe workplace and warmly encourage applications from First Nations peoples, people from culturally and linguistically diverse backgrounds, LGBTIQ+ people, and people living with disability.

## **BREC Values**

Champion Respect. Evolve and thrive. Together.

## **Key Responsibilities**

### **Front of House Operations**

1. Manage Front of House operations during performances and events.
2. Ensure the venue is prepared and ready for audience arrival.
3. Coordinate audience entry, seating, latecomer procedures and interval management.
4. Respond to patron enquiries and assist with audience needs during events.

### **Volunteer Supervision**

5. Brief and supervise volunteer ushers during performances.
6. Allocate volunteer roles including ushering, ticket scanning and patron assistance.
7. Provide clear direction and support to volunteers throughout the event.

### **Audience Experience and Safety**

8. Ensure a welcoming and professional environment for audiences.
9. Assist patrons with accessibility needs where required.
10. Monitor audience safety and respond to incidents in accordance with venue procedures.
11. Ensure Front of House operations comply with venue safety and emergency procedures.



12. Act as the Front of House lead for audience safety during performances and assist with implementing venue emergency procedures if required.

#### **Event Coordination**

13. Liaise with technical staff, stage management and presenters to coordinate performance timing and audience entry.
14. Ensure announcements and audience communications are delivered when required.
15. Assist in resolving operational issues that arise during performances.
16. In consultation with stage management or technical staff, manage audience entry and seating timing, including temporarily holding audience entry where required to support the safe and smooth operation of the performance.

#### **Reporting**

17. Complete Front of House reports following performances.
18. Record incidents, patron feedback or operational issues as required.

#### **Professional Practice and Compliance**

19. Comply with all BREC policies and procedures, including Work Health and Safety requirements and risk management protocols.
20. Act safely, professionally and respectfully towards artists, clients, volunteers, staff and other stakeholders.

#### **Other Duties**

21. Perform other duties as reasonably required to support the successful delivery of BREC's program and services.

#### **Skills and Experience**

##### **Essential**

1. Experience working in events, theatre, hospitality or customer service environments.
2. Ability to supervise volunteers or small teams.
3. Strong communication and interpersonal skills.
4. Ability to remain calm and organised in busy public settings.
5. Availability to work evenings and weekends including occasional Sunday shifts.

##### **Desirable**

1. Experience working in a theatre, performing arts or event venue.
2. First Aid certification.
3. Experience in Front of House or audience services roles.

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#### **Personal Attributes**

##### **The successful applicant will demonstrate:**

1. A welcoming and customer-focused approach
2. Strong organisational and problem-solving skills
3. Confidence working with volunteers of diverse ages and backgrounds
4. Confidence coordinating teams and dealing with difficult situations
5. A calm and professional manner in live event environments
6. An interest in live performance and community events

#### **Other Requirements**



On appointment, the successful applicant must:

1. Supply a current National Police Certificate (issued within 12 months)
2. Supply and maintain throughout employment at BREC a current Working with Children Check
3. Supply, or be willing to obtain, a WA Approved Manager certification in accordance with liquor licensing requirements when alcohol service forms part of venue operations. The job requires this certification.

### **To Apply**

Applicants must hold unrestricted work rights in Australia. Please email to [careers@bunburyentertainment.com](mailto:careers@bunburyentertainment.com):

1. Your CV with two referees, and
2. A short cover letter statement (up to one page or approximately 300 words)

In your cover letter, tell us why you're interested in the role and what you'd bring to BREC. You don't need to address formal selection criteria. We're interested in your approach, enthusiasm and relevant experience from work, study, volunteering or personal projects.

### **Deadline**

Applications will be reviewed as they are received and the advert will remain open until the position is filled. Applicants may be considered for other casual roles at BREC if interested.

Queries to Suzanne Clark, BREC Experience Manager via [careers@bunburyentertainment.com](mailto:careers@bunburyentertainment.com) or call 08 9792 3135.