

## **DUTY MANAGER (CASUAL)**

### **ABOUT THE PAVILION**

The Pavilion Performing Arts Centre Sutherland is a state-of-the-art, multi-purpose venue with world-class technical facilities and seating for up to 686 patrons. The refurbishment worked within the structure of the iconic 40-year-old entertainment centre, re-imagining its internal spaces to create a welcoming timber and glass foyer that connects with Peace Park in Eton Street. With abundant natural light and park-views, the enhanced audience experience helps in setting a new benchmark for metropolitan performing arts facilities in Sydney's south. Sutherland Shire is renowned for its high-calibre local performing arts companies and enthusiastic audiences. The Pavilion is a home for their work as well as an exciting selection of Australian and international entertainment, showcased in the exceptional design of architects CHROFI and NBRS Architecture.

### **PURPOSE OF POSITION**

The Duty Manager is responsible for ensuring the highest front-of-house hospitality and safety standards for all visitors to The Pavilion. The Duty Manager leads the front-of-house staff (including bar staff, box office staff, ushers and merchandise sellers) in warmly welcoming patrons, responding with care, attention and generosity in resolving issues as they arise; and proactively addressing any health and safety issues in all front-of-house areas.

The Duty Manager demonstrates a passion for the arts and live performance, has proven team leadership skills and a track record in delivering the highest standards of customer care, and an ability to motivate and inspire others to maintain those same standards.

### **KEY RESPONSIBILITIES**

- Be a visible and welcoming representative of the Pavilion, ensuring the Pavilion is a welcoming environment for all visitors, members of the public, and audience.
- Ensure the venue is open on time and that all public areas are clean, tidy, and safe.
- Respond to customer questions or issues, and proactively offer support, information or guidance as the opportunity arises.
- Provide support and guidance to patrons with accessibility needs visiting the venue, ensuring a comprehensive knowledge of the access resources and services available at the venue and recommending access improvements to management as needed.
- Promote a culture of continuous improvement; ensuring team members are encouraged to pass on audience and visitor feedback, comments and suggestions.
- Manage all front-of-house areas: bar, box office, foyers, and the auditorium (excluding the

stage).

- Hold briefings with front-of-house staff to provide event-specific information and any other necessary information that affect their roles and responsibilities within the venue.
- Act as front of house Venue Warden in the case of an emergency.
- Work with Duty Technician and technical team during shows.

## **ORGANISATIONAL RELATIONSHIPS**

Reports To: Operations and Program Officer

Direct Reports: Nil

## **SELECTION CRITERIA**

### **ESSENTIAL**

- Current First Aid Certificate
- Demonstrated experience in venue management or event management
- Computer literacy and competency in Microsoft Office applications
- Demonstrated customer service experience and team leadership skills
- Well-developed analytical and problem-solving skills
- Ability to work over a 7-day roster, including day, evening and weekend work

### **DESIRABLE CRITERIA**

- Tertiary education in Hospitality, Event Manager, Performing Arts or similar disciplines
- Class C Driver's License
- Training in Occupation Health and Safety and Emergency Management
- Current RSA Competency Card

## **EMPLOYMENT CONDITIONS**

The Duty Manager (Casual) position is employed and paid under the conditions of the Local Government Award (2023). The physical requirements of the position are consistent with those of a front of house worker in a theatre or similar venue. These requirements are, but not limited to, prolonged periods of standing and being able to lift and carry weights up to 20 kilograms. You agree to advise the The Pavilion of any pre-existing injuries or conditions that might inhibit you to complete the requirements of this position.

**Rate of Pay:** \$41.00 per hour (including casual loading), plus 11% super and weekend loadings