

<b>Position:</b>	Front of House Attendant
<b>Location:</b>	The Pavilion Performing Arts Centre, 30 Eton Street, Sutherland, NSW, 2232
<b>Hours:</b>	Casual Role  Please note there is no guarantee of hours per week. The position requires flexibility to work across weekends and public holidays where required (penalties apply).
<b>Reports to:</b>	Operations Manager
<b>Direct Reports:</b>	Nil
<b>Salary:</b>	\$36.06 per hour, including casual loading and 12% superannuation.
<b>Probation:</b>	3 months

### ABOUT THE PAVILION

Opening its doors in late January 2023 after a \$42M capital investment by Sutherland Shire Council, The Pavilion Performing Arts Centre is the premier performance venue in the south of Sydney.

Built on the site of the Sutherland Entertainment Centre, the all-new Pavilion boasts a brand new 686-seat theatre, a full fly-tower, workshop spaces, a stunning new entry forecourt and foyer with enhanced accessibility, private entertaining areas and a terrace bar overlooking the adjacent Peace Park.

The Pavilion presents a broad range of performing arts events across the year - comedy, musicals, theatre, music and family programming - both self-produced and by commercial and community hirers. The Pavilion also operates the boutique 160-seat Sutherland Arts Theatre located nearby on East Parade.

### POSITION OVERVIEW

The Front of House Attendant plays a key role in delivering exceptional service and enhancing the guest experience at The Pavilion and Sutherland Arts Theatre by creating a welcoming and professional atmosphere from arrival to departure. This dynamic, customer-facing position combines front-of-house responsibilities with food and beverage service, requiring strong communication skills, a proactive approach, and the ability to work flexibly. Duties include serving refreshments, assisting patrons with performance and event information, maintaining cleanliness, and ensuring compliance with health, safety, and RSA regulations. A background in hospitality or customer service is essential, with theatre or event experience considered an asset. The role involves a 7-day rotating roster, including evenings, weekends, public holidays, and physically active tasks across the venue.

### KEY RESPONSIBILITIES

- **Guest Experience and Front of House Service** As the welcoming face of the Pavilion, provide friendly, professional service and create a warm, engaging experience for all guests from arrival to departure. Assist with seating, wayfinding, and patron enquiries while delivering informed, proactive support to ensure a hospitable and professional environment.

- **Food and Beverage Service** Ensure bar areas meet venue standards through accurate POS operation, restocking, and cleaning, while delivering knowledgeable, efficient service in line with RSA regulations, including coffee preparation, upselling, and discreet food and beverage delivery.
- **Venue Presentation and Support** Maintain cleanliness and presentation standards across foyer and theatre areas, assist with table service, and perform ad hoc duties as needed.

#### ESSENTIAL SKILLS

- **Hospitality and Customer Service** Proven experience in Hospitality and/or Customer Service roles.
- **Communication and Problem-Solving Abilities** Effective problem-solving, conflict resolution abilities and communication, teamwork and customer service.
- **Event Flexibility and Physical Capability** Flexibility to work across a 7-day roster, including days, evenings, weekends, and public holidays and perform physical tasks such as lifting up to 20kg.

#### DESIRABLE SKILLS

- Food safety training and knowledge of food allergens
- Barista certification or training
- Previous experience in a theatre, event, or performance venue setting

#### QUALIFICATIONS/CERTIFICATIONS

- A Working with Children Check for paid employment
- RSA Certification
- First Aid Certification

#### PERFORMANCE GOALS

- Provide Proactive, friendly and professional customer service
- Maintain clean and presentable work areas
- Follow safety and service procedures
- Punctuality and Team Reliability

#### HOW TO APPLY

To apply for this position, please email [recruitment@thepavilionarts.au](mailto:recruitment@thepavilionarts.au) with the following:

- Email Application Title: Front of House Attendant – YOUR NAME
- Please include your current resumé or CV.
- Please include a one-page cover letter that addresses the role requirements, as well as your skills and attributes that make you a strong fit for the position. In addition, we encourage you to highlight notable achievements from similar roles.