

Position:	House Manager
Location:	The Pavilion Performing Arts Centre, 30 Eton Street, Sutherland, NSW, 2232
Hours:	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).
Reports to:	Operations Manager
Direct Reports:	Nil
Salary:	\$48.20 per hour, including casual loading and 12% superannuation.
Probation:	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 House Manager ensures an outstanding visitor experience at The Pavilion by leading customer service and maintaining top safety standards across all front of house operations. Supervising teams in hospitality, ticketing, ushering, cleaning, and merchandising, they lead by example to create a welcoming, professional environment. The role demands a passion for live performance and a commitment to exceeding customer expectations. The role also serves as Chief Warden during designated periods, and First-Aid Officer during emergencies, actively supporting workplace health, safety, and emergency preparedness across the organisation.

KEY RESPONSIBILITIES

Customer Service

- Deliver proactive, professional service and ensure a welcoming, inclusive environment for all guests
- Supervise and support front of house staff to maintain high standards of customer service
- Provide clear, accurate information about events, performances, and venue facilities
- Handle patron enquiries and issues promptly and professionally, escalating when needed

Event Delivery

- Coordinate the smooth delivery of front of house operations during performances and events, following the requirements provided by the Event Operations team, coupled with the ability to adapt to changing requirements
- Monitor venue presentation across foyers, bars, and theatre spaces, ensuring operational readiness
- Lead Event specific staff briefings and the on-the-job support of new or casual team members
- Undertake supervisory duties for bar staff in the absence of a Pavilion allocated Bar Supervisor, ensuring compliance with RSA guidelines and food safety standards throughout service

Work Health and Safety

- Promote a safe environment by ensuring compliance with WHS policies, RSA regulations, and hygiene standards
- Conduct regular checks of public areas to identify and address safety hazards
- Support emergency procedures, including evacuations, and model safe work practices
- Reinforce WHS awareness and standards among front of house team members
- When supervising bar staff or events in the absence of the Bar Supervisor, monitor adherence to all relevant WHS, RSA, and food safety protocols

ESSENTIAL SKILLS

- **Customer Service** – Proven front-line customer service skills, with strengths in conflict resolution, communication, and conveying
- **Venue and Event Experience** – Proven experience in a house manager, or similar supervisory role within a theatre or live performance venue. Demonstrated ability to support and coordinate multiple events, hires, and venue activities simultaneously
- **Event Flexibility & 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

- Previous Hospitality industry experience
- Experience with box office operations and ticketing platforms
- Experience in occupational health and safety, and emergency preparedness and management

QUALIFICATIONS/CERTIFICATIONS

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

PERFORMANCE GOALS

- Demonstrate a Positive and Professional Attitude at all times
- Adapt to Changing Event and Venue Requirements with Flexibility
- Maintain High Standards of Guest Service and Presentation
- Support Team Efficiency and Compliance During Events

HOW TO APPLY

To apply for this position, please email recruitment@thepavilionarts.au with the following:

- Email Application Title: House Manager – 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.