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| Position: | Front of House Manager |
| Location: | The Pavilion, 30 Eton Street, Sutherland, NSW Sutherland Arts Theatre, 21-23 East Parade, Sutherland, NSW |
| Employment Type: | Full-Time Position – 35 Hours per week |
| Reports to: | Operations Manager |
| Direct Reports: | Nil |
| Probation: | 3-month probationary period |

POSITION OVERVIEW

The Front of House Manager leads Front of House, bar, and patron services across Sutherland Pavilion and Sutherland Arts Theatre, ensuring high-quality customer experiences, safe operations, and efficient event delivery. This hands-on role is responsible for the setup, delivery, and pack-down of Front of House services for performances, events, and venue activations.

Working closely with the Operations Manager and Venue Coordinator, the role supports the delivery of a safe, operationally compliant, and customer-focused venue environment. The Front of House Manager oversees hospitality, ushering, and bar operations, including staffing, stock control, point-of-sale systems, compliance, and day-to-day service delivery.

The role supervises and supports Front of House Casual Staff, ensuring teams are professional, customer-focused, and aligned with venue standards and event requirements. The Front of House Manager also ensures bar operations are operationally ready, financially accountable, and compliant with liquor licensing, RSA, food safety, and workplace health and safety requirements.

KEY RESPONSIBILITIES

Customer Service

- Lead the delivery of exceptional customer service across Front of House and bar operations, ensuring a welcoming, professional, and inclusive patron experience.
- Supervise and support Front of House Casual Staff, ensuring teams are well-presented, informed, and aligned with venue standards and event requirements.
- Respond to patron enquiries, complaints, and operational issues professionally and proactively, supporting a consistent, high-quality guest experience throughout events.

Event Delivery

- Coordinate and oversee Front of House and bar operations for performances, events, and venue activations, ensuring all public areas are operationally ready, safe, and presented to venue standards.
- Lead front of house staff briefings, allocate duties, and provide operational direction and support to casual staff during shifts.
- Liaise with venue staff, hirers, contractors, and stakeholders to support the smooth setup, delivery, and pack-down of events and bar operations.

Work Health and Safety

- Promote and maintain a safe environment across all Front of House and bar operations, ensuring compliance with WHS, liquor licensing, RSA, and food safety requirements.
- Conduct routine inspections and respond to hazards, incidents, maintenance concerns, and emergency situations, including undertaking Chief Warden and/or First Aid responsibilities where required.
- Model and reinforce safe work practices, ensuring staff understand and comply with operational procedures, hygiene standards, and safety expectations.

ESSENTIAL SKILLS

- **Customer Service** – Demonstrated experience delivering exceptional customer service within a fast-paced front-line environment, with strong interpersonal, communication, and conflict resolution skills. Proven ability to lead and support Front of House teams, maintain a customer-focused culture, and communicate operational and event information clearly and effectively to diverse staff groups and patrons.
- **Front of House, Bar and Event Operations Experience** – Proven experience in a supervisory or management role within a theatre, live performance, hospitality, or events environment. Demonstrated ability to coordinate Front of House and bar operations across multiple events and venue activities simultaneously, while maintaining high standards of presentation, compliance, and operational efficiency. Experience with point-of-sale systems, stock control, and RSA compliance is highly regarded.
- **Operational Flexibility & Physical Capability** – Ability to work flexibly across a 7-day rotating roster, including evenings, weekends, and public holidays, in line with event calendar and operational requirements. Demonstrated capacity to undertake the physical requirements of the role, including prolonged periods of standing, venue setup and pack-down tasks, and lifting items up to 20kg where required.

DESIRABLE SKILLS

- Previous experience in hospitality, bar, and venue operations within a live performance, events, or entertainment environment.
- Experience with ticketing systems, box office operations, and patron management processes.
- Knowledge of workplace health and safety practices, incident management, and emergency preparedness procedures within a public venue or event environment.
- Accreditation or willingness to obtain highly regarded.

QUALIFICATIONS/CERTIFICATIONS

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

PERFORMANCE GOALS

- **Customer Service**
Deliver high standards of customer service across all Front of House and bar operations, contributing to positive patron experiences and audience satisfaction.
- **Team Leadership**
Ensure the safe, efficient, and professional delivery of Front of House operations for performances, events and venue activations, maintaining presentation, cleanliness and operational readiness across all public areas.
- **Front of House Operations**
Lead and support Front of House Casual Staff through effective supervision, communication, training and on-shift leadership, fostering a collaborative and customer-focused team culture.
- **Safety & Compliance**
Maintain compliance with WHS, liquor licensing, RSA, food safety, and operational procedures, while responding proactively to operational challenges and patron concerns.