



FRONT OF HOUSE SUPERVISOR (CASUAL POSITION)

About South Bank Corporation

South Bank Corporation continues to be responsible for the day-to-day management of the precinct's commercial assets including the retail tenancies, underground car park as well as renewal projects as they emerge. This includes the marketing and promotion of these assets through dedicated, innovative initiatives that raise the profile and increase the success of South Bank's retailers. The Corporation also owns the Brisbane Convention & Exhibition Centre, which is currently ranked the top convention centre in the world.

South Bank Corporation created Brisbane's multi-award winning precinct; one that has become a vibrant and inclusive space where local, interstate and international visitors meet, work and play. We are proud to continue managing some of the State's most prized assets and working closely with Brisbane Marketing and Brisbane City Council to ensure the precinct continues to be Brisbane's premier public space, now visited by around 11 million people annually.

Job Description

South Bank Corporation has commenced an exciting renewal project to transform the ageing Arbour View Cafés into an interim pop-up creative and performance venue that will showcase the diverse talents of independent artists.

The Front of House Supervisor will be in charge of the timely start of shows and events while ensuring patron safety and enjoyment. They will deliver a friendly & efficient service to our customers while managing volunteers and together with the Venue Supervisor be responsible for managing the safe evacuation of staff, clients and patrons in case of emergency.

The successful applicant will have previous front of house experience, have exceptional interpersonal skills, and a knowledge and appreciation of live performance.

The Front of Manager will report to the Producer.

Key Selection Criteria

- Demonstrated Front of House experience in an arts or entertainment environment.
- Ability to deliver high standards of customer service; to all theatre visitors as well as colleagues.
- Strong interpersonal and problem solving skills.
- The ability to provide an effective front of house service while maintaining a relaxed and inviting environment.
- Ability to work in a team environment.
- Strong interest in theatre and live performance.
- A willingness and ability to work flexible hours including evenings and weekends.
- Working knowledge of Work Health and Safety duties and responsibilities.
- Current First Aid Certificate.



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Key Responsibilities:

- Liaise with artists and stage management to facilitate the timely start of shows and events.
- Ensure that patrons are seated at the appropriate times for commencement of performances and maintain audience control.
- Be proactive in providing patrons and venue visitors with information and assistance.
- Manage all volunteers and ensure specific information regarding events, performances or functions is communicated effectively to the team.
- Ensure all areas of the performance space are clean and highly presentable prior to and after performances.
- Assist in the coordination of events including set up, decoration, catering and clean up.
- Ensure all events operate smoothly and efficiently and in accordance with the company's Occupational, Health & Safety policy and Environmental procedures.
- Ensure the safety of patrons, volunteers and staff.
- Report and follow through on any malfunctions, repairs or safety concerns within the space and public areas.
- Prepare reports; of house numbers and patron feedback.
- Act responsibly and accordingly to procedure in responding to emergency situations such as building evacuations, first aid incidents or disturbances.
- Act as a fire warden in the event of an evacuation.
- Deal with any unforeseen circumstances as they arise, making and carrying out appropriate and effective decisions on behalf of management, following through with appropriate consultation and communication with other staff as necessary.

How To Apply

To apply for this position, please send a cover letter addressing the selection criteria and your Curriculum Vitae to brodie.peace@south-bank.net.au by 5pm Tuesday 2 January 2018.

Selection Process

Several staff may be appointed for this role.

Successful applicants will be required to attend an induction on 17 January 2018.

Casual shifts will be rostered from January to December 2018 on a monthly basis.