

THE EMPIRE

FRONT OF HOUSE SUPERVISOR POSITION DESCRIPTION

Position type:	Casual
Reports to:	Visitor Services Coordinator
Direct reports:	Bar Staff (Casual), Events Staff (Casual), Ushers (Volunteer)

ABOUT THE EMPIRE

The Empire is the largest regional performing arts precinct in the country and a hub for creative arts development in the region. Renowned for its classic art deco architecture, the heritage-listed theatre is a premier performance venue, wholly owned by Toowoomba Regional Council.

POSITION SUMMARY

The Front of House (FOH) Supervisor is responsible for ensuring that all clients, patrons, members of the public and visitors to the precinct have a safe, enjoyable and fulfilling experience by providing a reliable and effective FOH service to The Empire precinct.

The role is responsible for supervising the FOH team including food and beverage (F&B) staff during their rostered shift and to ensure the provision of an effective and friendly patron and client service to all performances and events within The Empire precinct.

KEY ACCOUNTABILITIES

The role of the FOH Supervisor will be required to:

- Provide an efficient, safe, welcoming and friendly FOH service to The Empire.
- Ensure that all houses are seated efficiently, and performances commence at scheduled times.
- Assist with the organisation, supervision of foyer events, exhibitions, program / merchandise sales and other functions as required, ensuring a high standard of presentation and customer service.
- Act in the role of Deputy Chief Warden to ensure the safe evacuation of The Empire in the case of emergency.
- Ensure Responsible Service of Alcohol guidelines & policies are adhered to.
- Issue cash floats as required to operate the Front of House and bar areas.
- Assist with the training and development of FOH Ushers and F&B staff to maintain an effective, skilled, motivated and welcoming FOH team.
- Liaise directly with clients, hirers, stage managers, artists and other Empire departments to ensure an excellent FOH service is provided.
- Assist with VIP attendance and protocol for dignitaries visiting The Empire.
- Provide input to the Visitor Services Coordinator on patron satisfaction and customer service strategies.
- Resolve patron complaints and disputes in a professional and efficient manner and refer any unresolved issues to the Visitor Services Coordinator.
- Ensure nightly FOH Supervisor reports and complaint or incident reports are completed and distributed as required.
- Ensure the security of The Empire precinct on opening and closing.

QUALIFICATIONS AND EXPERIENCE

- FOH supervision experience in a theatre company, large venue, cinema, major festival and/or entertainment environment.

THE EMPIRE

- The ability to provide an effective FOH service with a quiet, calm, helpful and authoritative manner while maintaining a relaxed and inviting environment.
- Strong problem-solving skills.
- Ability to effectively manage competing priorities and commitments.
- Ability to motivate and lead teams.
- Well-developed verbal communication skills with the ability to liaise successfully with a diverse client and patron base while providing high quality customer service.
- Ability to work to a flexible time schedule as the position involves regular evening and weekend work.
- Knowledge of Work Health & Safety as applicable to this position.
- Experience in Bar service and operation including responsible service of alcohol.
- Demonstrated clerical/cash handling skills.

LICENCES & CERTIFICATIONS REQUIRED

- P1, P2 or Open Drivers Licence
- QLD Working with Children Card
- Senior First Aid & CPR
- Responsible Service of Alcohol (RSA)

DESIRABLE

- Responsible Management of Licensed Venues (RMLV)

THE EMPIRE BENEFITS

- Flexible working arrangements
- Discounted tickets to performances
- Friendly, motivating and supportive team environment
- Industry specific Single Enterprise Agreement
- Dedicated Employee Assistance Program
- Organisation wide commitment to vision, purpose and values
- Located in Queensland's largest inland city renowned for its beautiful scenery and peaceful atmosphere

The Empire is an Equal Opportunity Employer that provides an inclusive work environment and embraces the diverse talent of its people. We value people of all cultures, languages, capacities, sexual orientations, gender identities and/or expressions. We are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.