



Position Description

Job Title:	Front of House Staff
Status:	Casual
Hours of work:	Event Shifts as per roster Roster may include alternate Saturday or Sunday daytime shifts
Salary Level:	\$30.10 per hour Monday to Saturday \$42.14 per hour Sunday includes casual loading in lieu of personal leave, annual leave, annual leave loading and public holidays not worked
Reports To:	Duty Manager
Contract hours:	No guarantee of minimum hours per week.

ORGANISATIONAL RELATIONSHIP

Reports to:	Venue and Experience Manager – Burrinja
Supervises whilst on duty:	Not applicable
Internal Liaison:	Box office team, venue team, venue technicians
External Liaison:	Patrons, venue hirers, Performers, artists, tenants, Café team, partner organisations, stakeholders and any other users of the venue.

BURRINJA

Burrinja is at the heart of the creative community of the Dandenong Ranges.

Burrinja is a not-for-profit organisation that thrives thanks to the support of Yarra Ranges Council, Creative Victoria, artists, visitors and our community. We deliver a wide array of cultural experiences to the Dandenong Ranges region and beyond. The 400-seat theatre and 100 seat Lyre Room combines professional performers, community and school productions with a range of commercial and other hire events, while five exhibition spaces, artist's studios and cultural development events ensures a vibrant visual and community arts program.

Annually, Burrinja supports around 300 activities both inside the facility and out in the community, reaching around 50,000 people annually.

Burrinja is committed to:

- Equity and inclusion for all and respects the diverse needs of our community. We expect our team to recognise the inherent value of each person, regardless of background,

lived experience, where they live, what they look like, what they think or what they believe.

- Creating a culturally safe and inclusive environment and meet the needs of First Nations children, young people and their families.
- Child safety and wellbeing and is a childsafe organisation.

Burrinja is: Obsessed with art. Focussed on community. Steered in partnership. Interested in tomorrow. Aware of history. Seeking Impact. Continuously learning. Driven by ethics.

We look for staff who can instil these values.

POSITION OBJECTIVES

To assist the Duty Manager to support the efficient running of the Burrinja's front of house operations during performances and events. To provide an effective and welcoming service to patrons visiting Burrinja, and to be responsible for the safety of the public, performers and other staff members whilst on the premises.

Working hours vary depending on Burrinja's performance and events schedule, but likely to be one or two evenings and/or weekend shifts, this is a casual position.

KEY DUTIES AND RESPONSIBILITIES

Front of House/Box Office

- To provide professional and efficient customer service to all patrons using the venue.
- Be proactive in providing patrons and venue visitors with information and assistance whenever and wherever required.
- Work with the Burrinja team to ensure a seamless level of quality service at all times.
- Maintaining vigilance in respect to security and safety of Burrinja patrons and property, including checking emergency exists and venues for potential hazards or obstructions and reporting any issues as required.
- In the event of an emergency assist the Duty Manager with the smooth and timely evacuation of the premises. Training will be provided.
- To ensure that Burrinja's guidelines & procedures relating to performances are followed at all times.
- Adhering to Burrinja's Workplace Health and Safety procedures at all times.
- Adhering to Burrinja's Child Safety and Wellbeing Policy at all times.
- Ensuring the clean and tidy presentation of the front of house areas.
- Directing customer complaints confidently and effectively to the Duty Manager.
- Front of House team members will be required at times to set up or move tables, chairs, audio equipment, bar equipment and technical equipment as required by the Duty Manager (manual handling required) in accordance with Workplace Health and Safety Guidelines.
- Other duties as required from time to time.

Bar Service

- Serving the full range of bar products in an efficient and professional manner.
- Maintaining knowledge of and compliance with Responsible Service of Alcohol (RSA) requirements.
- Applying procedures and processes relating to bar operation at all times
- Accurate transaction processes and reconciliation of bar takings
- Rotation of bar stock and consumables including restocking of bar levels after service.
- Providing assistance with set up and pack down for special events/functions (manual handling required).
- Cleaning of bar facility and equipment to ensure clean and tidy presentation of the foyer bar area.
- Cleaning and tidying up of internal and external venue areas.
- Adhering to Burrinja's Workplace Health and Safety procedures at all times.
- Adhering to Burrinja's Child Safety and Wellbeing Policy at all times.
- Directing any complaints confidently and effectively to the Duty Manager.
- Other duties as required from time to time.

Ushering

- Providing professional and efficient customer service to all patrons using the venue.
- Ticket checking and ushering.
- Supervision of patrons during performances, including management of latecomers.
- Ensuring the efficient and timely movement of patrons into and out of the theatre, advising patrons of seat locations, assisting patrons with accessibility needs and answering customer queries.
- Ensuring that Burrinja's guidelines & procedures relating to performances are followed at all times.
- Adhering to Burrinja's Workplace Health and Safety procedures at all times including ensuring that all aisle and exits remain clear at all times.
- Adhering to Burrinja's Child Safety and Wellbeing policy at all times.
- In the event of an emergency assist the Duty Manager with the smooth and timely evacuation of the premises. Training will be provided.
- Cleaning and tidying of internal and external venue areas.
- Directing customer complaints confidently and effectively to the Duty Manager.
- Ushers will be required at times to set up or move tables, chairs, audio equipment, bar equipment and technical equipment as required by the Duty Manager (manual handling required) in accordance with Workplace Health and Safety Guidelines.
- Other duties as required from time to time.

KEY SELECTION CRITERIA

The successful applicant will demonstrate the following:

- Demonstrated commitment and ability to deliver excellent customer service.
- Excellent interpersonal skills and demonstrated ability to work within a team, with the ability to work with large groups of people in a busy public setting.

- High level of communication skills and experience of problem solving and conflict resolution.
- Ability to work calmly and effectively in stressful situations.
- Experience in the Performing Arts, events or service industries preferred but not essential.
- Current First Aid Certificate (desirable, not essential).

PREREQUISITES

- As the position will require late night working it is preferable that the team member has independent transport.
- Capacity to work out of normal office hours or on weekends is required.

INHERENT PHYSICAL REQUIREMENTS

The physical requirements of this position are consistent with those of a Bar/Front of House worker in a cultural centre setting. These requirements are, but not limited to, prolonged periods of standing, walking and being able to lift and carry weights up to 15 kilograms. Burrinja spans 4 levels consisting of Lower Ground, Ground, Level 1 and Balcony. Burrinja's Box office/Front of House area is located on the ground floor, the foyer bars are located on the ground floor and level 1 and bar staff may be required to work across levels of the centre. In the course of ushering duties, this position is required to work across 4 levels of the centre, which are accessible by stairs and Lower Ground/Ground/Level 1 accessible by lift.

CONDITIONS OF EMPLOYMENT

- Prior to commencement in the position Applicants must provide:
 - A Police Check less than 2 years old
 - A current Working with Children Check
 - A current certificate in Responsible Service of Alcohol (RSA), where relevant
- Conditions of employment are in accordance with the National Employment Standards, Burrinja's Human Resources Manual (update Aug 2023), Burrinja's policies along with a signed Conditions of Employment Agreement.

HOW TO APPLY

Please email your CV and a cover letter addressing key tasks and interpersonal skills to Samantha Dunn, General Manager, generalmanager@burrinja.org.au