

# Application Kit

## FRINGE WORLD Front of House Manager

### *About FRINGE WORLD*

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The FRINGE WORLD Festival is the largest annual event staged in Western Australia and the third largest Fringe Festival in the world in terms of tickets sold. The Festival is produced by Artrage, a not-for-profit incorporated association that has been at the forefront of developing arts and culture in Western Australia since 1983.

Alongside the annual Festival, Artrage produces and manages a number of other arts and entertainment enterprises that increase the scale and breadth of the organisation's reach including an outdoor cinema that runs throughout the summer and a regional touring program.

Find out more about the positive impact of the FRINGE WORLD Festival and the work of Artrage here. [https://issuu.com/artrage/docs/2017\\_impact\\_report](https://issuu.com/artrage/docs/2017_impact_report)

### *About the Role*

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The FRINGE WORLD Front of House (FOH) Manager role is a fixed term full time position that reports to the Operations Manager and plays a key role in the overall success of the FRINGE WORLD Festival.

The FOH Manager is responsible for coordinating the FOH requirements across the main FRINGE WORLD sites in Perth and ensuring excellent customer service to patrons, clients and stakeholders of FRINGE WORLD Festival 2017.

The role will assemble and lead the FRINGE WORLD Festival's 2017 Front of House team, consisting of FOH Supervisors and Volunteers. The Manager will be responsible for the smooth running of FOH activities by liaising with all relevant festival teams, directing FOH staff and managing patrons to ensure that events start on time.

This is a challenging, fast-paced role at the heart of Festival operations and will suit an experienced, energetic Front of House Manager with excellent customer service skills and the ability to think on their feet. Effective management of a large team of staff is crucial.

### *Application process*

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In your application, please provide:

- A statement that addresses the Skills and Experience required for the role (no more than two pages in length); and
- A current resume with contact details of two professional referees.

**Application closing date:** Midnight AWST 2 October 2017

Applications received after the closing date will not be accepted. Applications can only be sent via email as MS Word or Adobe PDF files with a total size of no more than 2MB. Do not attach ZIP or password protected files.

Email your application to [hello@artrage.com.au](mailto:hello@artrage.com.au) with “Front of House Manager” in the Subject heading before the application closing date. Any questions or queries regarding the application process or position can be addressed to the FRINGE WORLD Operations Manager at [hello@artrage.com.au](mailto:hello@artrage.com.au).

By submitting an application for this position you acknowledge and accept our Privacy Policy, which is available to view on our website.

### *Selection Process*

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Shortlisted applicants will be asked to take part in an interview in October. Interviews will be conducted in person. Telephone/Skype interviews will only be scheduled if the applicant is not currently in Perth.

The start date for the position is in the week commencing 30<sup>th</sup> October 2017.

### *Contract Details*

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**Salary:** Full time equivalent of \$55,000 per annum plus Superannuation contributions

**Contract Period:** Fixed Term Contract, Full Time.

30<sup>th</sup> October 2017 – 9<sup>th</sup> March 2018

**Working Hours:** The role will average 38 ordinary hours per week. Due to the nature of this role, the successful applicant may be required to work reasonable additional hours during peak operational periods.

**Working Location:** FRINGE WORLD Offices (Northbridge), Festival Site and other locations as required.

# FRINGE WORLD Front of House Manager

## *Key Accountabilities*

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<b>Position Title</b>	FRINGE WORLD FOH Manager
<b>Reports to</b>	FRINGE WORLD Operations Manager
<b>Direct Reports</b>	Front of House Casual, Supervisors and Volunteers
<b>Works with</b>	Box Office, Production, Technical and Site Management teams

## **Team and Development**

- Oversee the recruitment of FOH Casuals, Supervisors volunteers.
- Plan and deliver FOH training to FOH Staff with a focus on ensuring that a high level of customer service is maintained at all times.
- Monitor performance, appearance and timekeeping of FOH staff and resolve any operational or performance issues that may arise.
- Communicate and liaise with Box Office team for up-to-date FOH information.
- Develop a close working relationship with the core FRINGE WORLD staff and other project staff in helping to deliver business outcomes and improvements.
- Ensure Staff Communications are efficient at all times.
- Embrace & incorporate the FRINGE WORLD Values in all areas of your work.
- Promote a positive and supportive workplace for all staff.
- Actively support all staff and encourage team building and a supportive culture across the organisation.

## **Front of House Coordination**

- Oversee the Front of House Team to ensure smooth running of all FOH activities at the main festival sites.
- Coordinate final FOH preparations of venues prior to festival opening.
- Work together with Production, Technical, Box Office teams to ensure venues are prepared and operating on schedule.
- Assist FOH supervisors with preparing access for customers with access requirements.

## **Customer Service**

- Implement and contribute to processes to ensure the Festival's high customer service standards are met.
- Maintain excellent standard of Customer service across all areas of FOH Servicing.

## **Reporting and Administration**

- Prepare and coordinate staffing rosters.
- Contribute to a FRINGE WORLD Operations Manual by documenting FOH processes.
- Develop and implement effective processes to ensure accurate FOH records are maintained.
- Oversee the appropriate debrief of the FOH Team and prepare a post festival report.
- Undertake any other duties assigned by the Operations Manager, which might reasonably be deemed to be within the scope of the role.

## ***Qualifications and Experience***

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- Previous front of house experience at a manager, Manager or supervisor level at a large-scale festival or similar event.
- Experience of training, rostering and coordinating staff in a customer-facing environment with a focus on excellent customer service.
- First Aid at Work Training with current Certificates.

## ***Skills***

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- Strong interpersonal, verbal and written communication skills.
- Ability to liaise, interact and communicate effectively with a broad range of people.
- Excellent organisational and time management skills with demonstrated ability to prioritise tasks and meet tight deadlines.
- Effective problem solving skills and experience with implementing improved processes.
- Excellent administrative skills and the ability to implement and maintain efficient records and management systems.
- Proficient in Microsoft Excel, Word, Mail, Mac OSX.
- Ability to work efficiently and calmly under pressure.