

MALTHOUSE

VENUE AND FRONT OF HOUSE TEAM

CASUAL FRONT OF HOUSE STAFF POSITION DESCRIPTION

Reports to:

Front of House Manager

Works closely with:

Box office team, Venue team, Production team, Malthouse Bar and Theatre customers and audiences, Malt Kitchen & Pantry staff.

Position Summary:

The Casual Front of House team is responsible for delivering consistently high standards in welcoming, hosting and serving all visitors to the Malthouse. The position works flexibly across ushering duties and bar service, with a particular focus on customer service, hospitality, and health and safety.

Salary: This is a casual position paid at Level 2 (Production and Support Staff) of the *Live Performance Award 2020*. The base hourly rate is \$26.50/hour (including 25% casual loading), and additional loading (penalty rates) will apply for overtime according to the Award.

Company Profile

Malthouse is a unique artistic institution in Melbourne, Naarm full of history, that creates thought-provoking live theatre experiences and offers great hospitality. It's a place to connect and a place to feel at home in a community of artists and arts lovers. Be unafraid, be entertained, be switched on.

Malthouse Theatre offers a range of benefits to employees, including access to complimentary and discount tickets, salary sacrifice options, flexible work arrangements, generous discounts at our café and bar, a free and confidential Employee Assistance Program, and regular staff socials including company nights for each of our season shows.

Malthouse Theatre is an Equal Opportunity Employer. Aboriginal and Torres Strait Islander people, people with disabilities, LGBTQIA+ people, and culturally and linguistically diverse people are strongly encouraged to apply.

KEY DUTIES AND RESPONSIBILITIES

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 company procedures and processes relating to bar operation at all times
- Accurate transaction processes and reconciliation of bar takings
- Rotation of bar stock and consumables
- Providing assistance with setting up for special events and functions, operation of temporary bars and clearing up post-event (manual handling required)
- Cleaning of bar facility and equipment
- Cleaning and tidying up of internal and external venue areas
- Working knowledge of keg systems



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Front of House

- Be proactive in providing theatre patrons and venue visitors with information and assistance whenever and wherever required
- Working with Box Office and Café staff to ensure a seamless level of quality service at all times
- Maintaining a constant vigilance in respect to security and safety of Malthouse Theatre patrons and property, including checking emergency exits and venues for potential hazards or obstructions and reporting issues to management as required.
- Acting responsibly and according to procedure in responding to emergency situations such as building evacuations, first aid incidents or disturbances.
- Acting as a fire warden in the event of an evacuation.
- Acting in accordance with Occupational Health and Safety procedures and with broader Malthouse Theatre Policies and Procedures.

Ushering

- Ticket checking and ushering
- Supervision of patrons during performances, including management of latecomers
- Responding positively to feedback in line with Company policies
- Opening and closing venues
- Cleaning and tidying of internal and external venue areas
- Function set up and clearing post-event (manual handling required)
- Sales of merchandise, reconciliation of takings and stock.
- Other duties as required from time to time.

Key Selection Criteria

The successful applicant will demonstrate the following:

1. Experience in frontline customer service including proven ability to resolve customer issues.
2. Demonstrated skills in the use of POS system (Square) and responsible cash handling.
3. Strong interpersonal and communication skills, with the ability to work with large groups of people in a busy public setting.
4. Certificate in Responsible Service of Alcohol (RSA).
5. (Desirable) Current First Aid Certificate, experience in emergency management and OH&S.

Inherent Physical Requirements

The physical requirements of this position are consistent with those of a Bar/Front of House worker in a theatre. These requirements are but not limited to prolonged periods of standing, walking, and being able to lift and carry weights up to 20 kilograms. The Malthouse Theatre bar and front of house areas are located on the ground floor of the Malthouse and are level access, however in the course of ushering duties this position is required to work across three levels of our theatres, which are accessible by stairs.

More information about access in our venue can be found here malthousetheatre.com.au/access .