

Burrinja

Dandenong Ranges Community Cultural Centre Inc.

Position Description

Job Title:	Duty House Manager
Status:	Casual
Hours of work:	No guarantee of minimum hours per week. Shifts as per monthly roster
Salary Level:	\$30.03 per hour includes casual loading at 21% lieu of personal leave, annual leave, annual leave loading and public holidays not worked
Reports To:	Venue Manager, Burrinja
Hours of Work:	No guarantee of minimum hours per week.

ORGANISATIONAL RELATIONSHIP

Reports to:	Venue Manager – Burrinja
Supervises whilst on duty:	Box Office staff, ushers, parking marshals, technicians
Internal Liaison:	Burrinja Staff, Volunteers, Catering Staff
External Liaison:	Patrons, Hirers, Performers, Partnership organisations and Stakeholders and any users of the venue.

BURRINJA

Burrinja (the Dandenong Ranges Community Cultural Centre Inc) is a vibrant cultural centre offering a broad range of arts, cultural, performance, education and community related experiences that work toward its mission: *Building community through arts.*

Burrinja encompasses visual and performing arts activities and events, an extensive public collection of Indigenous and oceanic art, 400 seat theatre, black box space, multiple gallery spaces, cultural education, arts incubator studios, live music, community cultural development projects, rehearsal, making and meeting spaces, and Burrinja Cafe + Bar.

POSITION OBJECTIVES

To assist the Venue Manager in overseeing the smooth running of Burrinja's front of house operations during performances, with regards to staffing, customer care, security, licensing & OH&S. To provide an effective and welcoming service to the public visiting Burrinja, and to be responsible for the safety of the public, performers and other staff members whilst on the premises. The Duty Manager is the senior staff member when rostered on.

This is a casual position; working hours are dependent on Burrinja's performance schedule, but likely to be one or two evenings and/or weekend shifts. It is anticipated that most rostered hours will be outside of regular working hours. These hours will be paid at the advertised casual rate.

KEY TASKS

- To act as the Duty House Manager during performances, being responsible for the safe and efficient running of the building at this time
- To ensure the effective delivery of all operations including box office, merchandising, foyer bars and catering.
- To uphold Burrinja's existing high standards of customer care.

- To brief Hirers in evacuation procedures and venue procedures
- To manage customer liaison with hirers and external stakeholders, performers and patrons ensuring a quality service is delivered.
- To ensure the clean and tidy presentation of the front of house areas
- To assist with the management, organisation, training and motivation of a team of FOH Assistants
- To hold pre-show front of house briefing sessions, ensuring all front of house staff including FOH Assistants and parking marshals are well informed at all times.
- To ensure that the parking arrangements are managed effectively to reduce the impact of our activities on our neighbours
- To deal with customer complaints confidently, effectively and appropriately.
- To complete daily show reports for senior management
- To take immediate rectification action where appropriate and then report maintenance faults directly to the Venue Manager and/or the Venue Technical Co-ordinator, and through the show report.
- To liaise with the catering staff to ensure a co-ordinated service across all activities
- To be familiar with Burrinja's licensing and planning conditions and its OH&S policies, and to ensure that they are adhered to.
- To liaise with the technical/stage management staff to ensure that show schedules are maintained
- To conduct pre-show risk assessments & fire drills with front of house and stage management teams.
- To be responsible for coordinating the safe evacuation of the building in an emergency.
- To be a trained first aider (training for this will be given if necessary).
- To contribute to the Burrinja's active and developing access policy through appropriate understanding of the needs of all visitors, including youth groups, Deaf and disabled patrons.
- To carry out any other duties required by Burrinja in pursuance of the above objectives.
- Sell and process event ticket requests if no separate box office staff on duty
- Reconciliation of shift's box office and box office report.

PERSON SPECIFICATION

- Previous experience as a Duty House Manager or Supervisor in a venue or similar experience of managing places where large numbers of the public attend
- A good communicator with excellent customer care skills

- Excellent staff management experience
- Highly organised and efficient
- Ability to work calmly and effectively in stressful situations
- Computer literate
- Knowledge and experience of access and risk management issues is desirable
- Trained First Aider is desirable (training can be given)
- RSA trained (training can be provided)

PREREQUISITES

- As the post will require late night working it is preferable that the Duty Manager has transport.
- Capacity to work out of normal hours or on weekends is required.

CONDITIONS OF EMPLOYMENT

- Applicants may be required to undergo a Police Check prior to commencement in the position
- Conditions of employment are in accordance with the Burrinja Human Resources Policy & Manual, 2016, with the signed Conditions of Employment Agreement, and with the National Employment Standards.



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Organisation Chart



