



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.
Event Shifts as per monthly roster
Roster will include alternate Saturday or Sunday day time shifts
Salary Level: \$32.29 per hour includes casual loading at 21% lieu of personal leave, annual leave, annual leave loading and public holidays not worked
Reports To: Experience Manager
Contract hours: No guarantee of minimum hours per week.

ORGANISATIONAL RELATIONSHIP

Reports to: Experience Manager – Burrinja
Supervises whilst on duty: Box Office staff, ushers, parking marshals, technicians
Burrinja Staff, Volunteers, Catering Staff
External Liaison: Patrons, Hirers, Performers, Partnership organisations and Stakeholders and any 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, 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 130 studio theatre combines professional performers, community and school productions with a range of commercial and other hire events, while three 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 80,000 people annually.

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

The Duty Manager oversees the delivery of the Front of House and Ticketing service during evenings and weekend and supervises the casual staff who support these activities while on shift.

This role is responsible for the safety, security and enjoyment of Burrinja's patrons, visitors, performers and stakeholders and fulfils the role of Chief Fire Warden and First Aid Officer when on shift.

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 ensure the delivery of a safe, efficient welcoming and customer friendly front of house, ticketing service, merchandising and catering service for all events, exhibitions and performances.
- To uphold Burrinja's existing high standards of customer service.
- To communicate effectively with a variety of stakeholders to ensure operations adhere to Burrinja's policies in particular it's licensing, planning, OHS, Child Protection and ticketing policies and its COVID19 Safe Plan and to disseminate relevant information to casual staff.
- To be the first responder for Emergency and First Aid, and assume the role of Chief Fire Warden which will include conducting preshow briefings to casual staff and performers and if required coordinating and managing any emergency evacuations.
- To manage the smooth and timely delivery of events within the venue including liaising with performers and technical staff, overseeing parking compliance, the ticketing service and managing a casual team.
- Manage the safety and security of Burrinja's building and assets.
- Provide professional and friendly support to 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 deal with customer complaints confidently, effectively and appropriately.
- To contribute to Burrinja's active and developing access policy through appropriate understanding of the needs of all visitors, including youth groups, indigenous, culturally diverse and disabled patrons.
- To carry out any other duties required by Burrinja in pursuance of the above objectives.

PERSON SPECIFICATION

- Demonstrable experience as a Duty House Manager or Supervisor in a vibrant and complex venue or similar experience of managing places where large numbers of the public attend.
- Demonstrable experience in providing excellent Front of House service with a calm, helpful yet authoritative manner, maintaining and contributing to the relaxed and inclusive environment that Burrinja has developed.
- Demonstrated experience of making informed decision and responding quickly and calmly to unexpected situations.
- High level analytical, problem solving and time management skills with the ability to effectively manage competing priorities in a high pressure environment.
- Ability to manage, develop, motivate and provide positive leadership in the workplace.
- Knowledge or experience of providing a ticketing service (Burrinja uses VIVA Enta- training can be provided).
- Knowledge or experience of the Performing Arts, Entertainment, Function and Convention industry from a patron services perspective.
- Knowledge Workplace Health and safety guidelines and Responsible Service of Alcohol (training can be given).

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
- Work with Children's check
- 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.

HOW TO APPLY

We would love to hear from you so please send your CV (no more than 2 pages) and a 500 word response to the Key Tasks and Person specifications highlighting the experience and skills you will bring to the position.

Email your application to: Nada Cordasic, Experience Manager venue@burrinja.org.au

Applications close: 9am Tuesday 15th February