



Position Description

Job Title:	Duty Manager
Status:	Casual
Hours of work:	No guarantee of minimum hours per week, event Shifts as per monthly roster Roster will include alternate weekdays and weekend shifts
Salary Level:	\$35.71 per hour Mon to Sat and \$50.00 per hour Sunday, includes casual loading in lieu of personal leave, annual leave, annual leave loading and public holidays not worked
Reports To:	Venue and Experience Manager
Contract hours:	No guarantee of minimum hours per week.

ORGANISATIONAL RELATIONSHIP

Reports to:	Venue and Experience Manager – Burrinja
Supervises whilst on duty:	Box Office team, ushers, technicians, bar staff and volunteers
External Liaison:	Burrinja Staff, Studio Artists, Café Patrons, Café staff team, Hirers, Performers, Partnership Organisations, 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, 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

The Duty Manager oversees the delivery of the Front of House and Ticketing service during evenings and weekends and supervises the casual staff who support those 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 high standards of customer service and communicate effectively with a variety of stakeholders.
- Ensure compliance with all relevant local, state and Commonwealth legislation. Operate and make decisions in accordance with Burrinja's policies, procedure and guidelines ensuring Workplace Health & Safety, Child Safety and Wellbeing, the Code of Conduct and all aspects of the Burrinja Human Resources Manual are adhered to.
- To be the first responder for Emergency and First Aid and assume the role of Chief Fire Warden which includes 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 Front of House Assistants.
- To deal with customer complaints confidently, effectively, and appropriately.
- To carry out any other duties required by Burrinja in pursuit of the above objectives.

INTERPERSONAL SKILLS

- Demonstrable experience as a Duty 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 and authoritative manner, maintaining and contributing to the relaxed and inclusive environment that Burrinja has developed.
- Demonstrated experience of making informed decisions 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 (desirable, not essential).
- Knowledge or experience of the Performing Arts, Entertainment, Function and Convention industry from a patron services perspective (desirable, not essential).
- Knowledge of Workplace Health and Safety guidelines and Responsible Service of Alcohol.

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 hours or on weekends is required.
- A current driver's licence.
- A current First Aid Certificate (must be obtained prior to being placed on the roster)

INHERENT PHYSICAL REQUIREMENTS

The physical requirements of this position are consistent with those of a Duty Manager in a cultural centre setting. These requirements are, but not limited to, some 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 administration area is located on the ground floor, In the course of 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 as well.

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 (Victoria)
- Capacity to work out of normal hours or on weekends occasionally if required
- Conditions of employment are in accordance with the National Employment Standards, Burrinja's Human Resources Manual (update Jan 2024), 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