

FRONT OF HOUSE AND BAR ATTENDANT

POSITION DESCRIPTION

YOUR TITLE	FRONT OF HOUSE AND BAR ATTENDANT	WHO YOU REPORT TO	VENUE AND OPERATIONS MANAGER
<p>OUR CORE PURPOSE: HotHouse Theatre incubates, makes and presents 100% Australian work, divergent in form and voice that speaks to our region and the nation. We invest in regional professional practice. We collaborate with artists, locally and nationally, to engage and inspire audiences. Through shared experiences, we stimulate the imagination of the region. We inspire insight into our humanity through creative interrogations that reflect the world around us, locally and nationally.</p>			
<p>WE VALUE</p>	<p>People First Creative Process Divergent Voices Taking Risks Embracing Failure</p>	<p>OUR VALUES</p>	<p>Integrity Authenticity Respect Trust Courage</p>
<p>TYPE OF EMPLOYMENT</p>	<p>Casual – 3-4 hour shifts per show.</p>		
<p>COMMENCEMENT DATE</p>	<p>Febraury 2022</p>		
<p>AWARD</p>	<p>Live Performace Award 2020 Level 2 – Production and Support Staff Level 2</p>		
<p>WAGE RANGE</p>	<p>\$27.64 per hour, minimum 3 hour call</p>		
<p>PRIMARY LOCATION</p>	<p>Butter Factory Theatre, Gateway Island, VIC, 3690</p>		
<p>KEY RELATIONSHIPS</p>	<p>Venue and Operations Manager, through the Front of House Manager</p>		
<p>ABOUT THE ROLE</p>	<p>The key role of the Front of House and Bar team is to deliver consistently high standards in welcoming, hosting and serving all patrons and users of the Butter Factory Theatre, Wodonga.</p>		
<p style="text-align: center;">KEY ACTIVITIES OF THE ROLE</p>			
	<p>Your responsibilities as a Front of House and Bar Attendant include:</p> <ul style="list-style-type: none"> • Ticket checking and ushering. • Supervision of patrons during performances, including management of latecomers • Serving the full range of bar products in an efficient and professional manner in accordance with RSA requirements • Applying company procedures and processes related to bar operations at all times • Cash and credit card handling • Recording and Restocking of Bar Stock • Setting up for special events and functions, and pack down post-event (manual handling required). • Cleaning of bar facility and equipment. • Cleaning and tidying up of venue Front of House areas • Ensuring patron safety as Covid Marshal 		

SELECTION CRITERIA	
KNOWLEDGE, EXPERIENCE & SKILLS (SELECTION CRITERIA)	<ul style="list-style-type: none"> • Be proactive in providing theatre patrons and venue visitors with a positive theatre experience, provide information and assistance whenever and wherever required. • Work with other Front of House staff to always ensure a seamless high level of service. • Adhere to workplace health and safety and Venue regulations to ensure the security and safety patrons and HotHouse Theatre property. This includes: checking emergency exits and reviewing the workspace for potential hazards or obstructions. Reporting issues to management as required. • Act 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 HotHouse policies that are in force from time-to-time and Health & Safety Policy and Legislation
WORK REQUIREMENTS	<p>ESSENTIAL</p> <ul style="list-style-type: none"> • Double Vaccinated • RSA • Physically Fit <p>HIGHLY RECOMMENDED</p> <ul style="list-style-type: none"> • First Aid • Working with Children
CODE OF CONDUCT	You are required to abide by Company policies and procedures at all times.
BACKGROUND ON HOTHOUSE THEATRE	HotHouse Theatre Facebook Twitter Instagram YouTube Season 2021
TO APPLY	Applications should be addressed to Business Manager, Madeleine Schnelle business@hothousetheatre.com.au Eligible applications should include Cover Letter, CV (3 pages max).