

## Casual Venue Staff Call-Out: Duty Manager, Front-of-House/Box Office/Bar Staff and Barista

La Boite is looking to create the most exciting and welcoming Front-of-House team in Brisbane and we are seeking dynamic, passionate, quick-thinking, people-oriented casual venue staff to fill a range of front-line roles in our new foyer to be unveiled in May 2017.

We are seeking both experienced front-of-house, box office and bar staff, and also those without experience but with a passion for theatre and for working with people.

Available positions include:

- Casual Duty Managers
- Casual Box Office/Bar/Front of House Staff
- Casual Barista

The La Boite foyer and bar operates for all La Boite performance seasons, and for other events including venue hires. Shifts are mostly evenings, with occasional day shifts for matinees. Applicants should be available for a minimum of two/three shifts per week during season. We also seek trained Baristas for proposed regular Monday to Friday daytime shifts of approximately 4-5 hours a day.

To reflect the diversity of our audiences and programming we encourage Aboriginal and Torres Strait Islander applicants, and applicants from culturally and linguistically diverse heritage.

### **La Boite Theatre Company**

La Boite holds an iconic place in the hearts and minds of artists and audiences in Brisbane. For the past nine decades La Boite has represented the adventurous and alternative. There has always been a strong focus on the development of new work and artists, and today it is no different. The stories, ideas and voices of our city and country are many and varied and La Boite seeks to represent and engage in this beautiful and rich diversity; the diversity of form, of ideas, ethnicity, gender, age, sexuality – of identity.

**Vision** | A locally, nationally and internationally impactful theatre company known for its daring, passion and connectedness.

**Mission** | To create exhilarating theatre that embraces audiences and elevates artists through its engagement with its community.

### **We Value**

*Artistic Process* | At the core of La Boite are the artists and their process. We believe in long term investment in development. We believe in discipline, patience and flexibility in our creative interactions.

*Respect* | We embed diversity in all we do. We acknowledge the traditional owners where we create and are responsive and inclusive with our audiences and artists.

*Relevance* | We make work that is connected to our communities locally and globally. We respond to our environment, provoke change and encourage debate.

### **How to Apply**

Your application should include the following:

- A short cover letter indicating your interest in the role and any relevant experience. Please also indicate your usual weekly availability for casual shifts.
- A current resume, including contact details for two referees

Please email your application by **5pm on Tuesday 18 April** with FOH Staff in the subject line to: [jobs@laboite.com.au](mailto:jobs@laboite.com.au)

## POSITION DESCRIPTION

### Duty Manager

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**Work Hours/Breaks:** Casual, mostly evening shifts, occasional daytime shifts. Minimum three hour calls.

**Additional Conditions:** RSA and First Aid Certificate required prior to commencement

**Reporting relationships:** reports to the Venue Operations Manager

**Supervisory Relationships:** supervises Box Office Attendant, Front of House Staff, Bar Staff, Volunteers

**Rate of Pay:** Live Performance Award 2010, Level 6, currently \$27.38 per hour

### Purpose of the Position

Demonstrate leadership and provide exemplary customer service to La Boite patrons, venue hirers and all members of the general public who engage with La Boite's public spaces, and to ensure we maintain a safe and welcoming environment at all times.

### Duties

1. Coordinate the smooth running of the La Boite Roundhouse Theatre foyer, bar, ticketing services and other public spaces of La Boite during show calls or other times the venue is open as rostered, including:
  - a. Liaise with the Venue Operations Manager to confirm call times, staff and volunteer rosters
  - b. Supervise La Boite's casual FOH, Bar and Box office team and volunteers on rostered performances for La Boite and Venue Hire events, including ensuring meal breaks are taken, and that timesheets are completed and correct
  - c. Manage all Bar and Box Office operations
  - d. Ensure compliance with Workplace Health and Safety, Liquor Licensing, Safe Handling of Food, and other applicable legislation
  - e. Support all staff with patron queries and respond to the needs of patrons, including diffusing and resolving disputes or complaints
  - f. Liaise with all patrons requiring assistance and manage their visit with the highest levels of care and accessibility
  - g. Liaise with Stage Manager re: FOH information for performances, ensuring the timely commencement of performances and efficient traffic of patrons
  - h. Be responsible for managing the overseeing the cleaning and maintenance of the appearance of the foyer
  - i. Accurately report on each shift in accordance with reporting requirements
  - j. Act as the company's representative during performance shifts and monitor issues arising from daily FOH reports
  - k. Brief staff and volunteers on important performance information as provided by the Venue Operations Manager
2. During rostered calls, ensure the safety of patrons and staff
  - a. Ensure the security and safety of people and property through the practice of hazard identification and control and the monitoring of FOH emergency procedures
  - b. Coordinate the immediate organisational response to emergencies during performance periods
  - c. Act as Chief Emergency Warden during performance periods
  - d. Ensure compliance with Workplace Health & Safety regulations and La Boite policies and enforce a safe working environment for all
  - e. Administer First Aid to staff and patrons when required
  - f. Be responsible for the security of the building, including liaison with QUT security staff
3. Other duties as required in liaison with Venue Operations Manager
  - a. Oversee La Boite functions and external hire events as scheduled
  - b. Provide support for corporate, group and opening night functions and hires as required

## **POSITION DESCRIPTION**

### **La Boite Venue Staff: Box Office/Bar/Front-of-House Attendant**

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**Work Hours/Breaks:** Casual, mostly evening shifts, occasional daytime shifts. Minimum three hour call.

**Additional Conditions:** RSA and First Aid Certificate required prior to commencement

**Reporting relationships:** reports to the Duty Manager and Venue Operations Manager

**Supervisory Relationships:** N/A

**Rate of Pay:** Live Performance Award 2010, Level 2, currently \$24.06 per hour

#### **Purpose of the Position**

Provide exemplary customer service to La Boite patrons, venue hirers and all members of the general public who engage with La Boite's public spaces, and to ensure we maintain a safe and welcoming environment at all times.

La Boite's venue staff and volunteers are usually the first point of contact for patrons, and are entrusted by La Boite to deliver excellent customer service, and create a welcoming and dynamic environment.

Venue staff are expected to demonstrate high levels of professional behaviour including:

- Excellent time management
- Teamwork
- Initiative
- Resilience under pressure
- The ability to communicate with a wide range of people

Casual venue staff must be flexible and multi-skilled and in any one shift may be required to undertake any or all of the following customer-contact roles:

#### **Box Office/Front-of-House**

- Sell tickets using ENTA ticketing software and supervise the collection of tickets by patrons
- Sell merchandise and programs as required
- Cash handling and Reconciliation of till at the end of each shift in liaison with the Duty Manager
- Other duties as allocated by the Duty Manager
- Ushering, ticket taking and patron assistance
- Sit in on the performance as required to ensure a controlled and safe environment inside the theatre for customers, staff and volunteers, including implementing evacuation procedures if required
- Assist the Duty Manager in administering First Aid to staff and patrons when required
- Pre-show and post-show theatre inspection to ensure the space is clean and safe for patrons

#### **Bar/Front-of-House**

- Service of alcoholic and non-alcoholic beverages to patrons
- Service of prepared or packaged food
- Preparation of bar menu food as required
- Taking and preparation of interval drinks orders if appropriate
- Knowledge of and adherence to Responsible Service of Alcohol requirements, OH&S, safe handling of food processes and terms of the liquor license
- General cleaning duties including collecting and washing glasses and sanitizing work areas, utensils and equipment
- Assist with set up for special functions and serve as required
- Cash handling and Reconciliation of till at the end of each shift in liaison with the Duty Manager
- Ensure fridges are stocked at the beginning and end of shifts, and support the Duty Manager with stock control, ordering and stock rotation as required.

- Assist with pack down of bar/cafe and removal of refuse from the foyer
- Ushering, ticket taking and patron assistance
- Sit in on the performance as required to ensure a controlled and safe environment inside the theatre for customers, staff and volunteers, including implementing evacuation procedures if required
- Assist the Duty Manager in administering First Aid to staff and patrons when required
- Pre-show and post-show theatre inspection to ensure the space is clean and safe for patrons

### **General**

All Venue Staff are expected to undertake the following duties

- Proactively providing patrons with information, assistance and friendly service at all times
- Maintain constant vigilance with respect to the security and safety of patrons and the venue
- Ensure compliance with Workplace Health & Safety regulations and La Boite policies
- Providing regular feedback, and reporting any incidents immediately to the Duty Manager or Venue Operations Manager
- Attend briefing and training sessions when required
- Ensure the premises are kept clean and tidy
- Provide general administration services if required
- Other duties as allocated by the Duty Manager

## POSITION DESCRIPTION

### Barista

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**Work Hours/Breaks:** Casual, mostly morning shifts Monday to Friday. Minimum three hour call.

**Additional Conditions:** Barista training, RSA and First Aid Certificate required prior to commencement

**Reporting relationships:** reports to the Duty Manager and Venue Operations Manager

**Supervisory Relationships:** N/A

**Rate of Pay:** Live Performance Award 2010, Level 2, currently \$24.06 per hour

### Purpose of the Position

Provide exemplary customer service to La Boite patrons, venue hirers and all members of the general public who engage with La Boite's public spaces, and to ensure we maintain a safe and welcoming environment at all times.

La Boite seeks suitably experienced Barista's for casual shifts at the renovated La Boite foyer bar which will open as a café on weekday mornings.

### Barista/Café Service Duties will include:

- Preparation of hot and cold beverages to café patrons
- Service of prepared or packaged food to café patrons
- Knowledge of and adherence to Responsible Service of Alcohol requirements, OH&S, safe handling of food processes and terms of the liquor license
- General cleaning duties including collecting and washing glasses and sanitizing work areas, utensils and equipment and removal of refuse from the foyer
- Receive stock or retail product deliveries when required
- Work closely with the Venue Operations Manager in regards to stock ordering and control, complete regular stock counts as required
- Provide visitors with information about La Boite and external hire performances and upcoming events at the venue

### General Duties

All Venue Staff are expected to undertake the following duties

- Proactively providing patrons with information, assistance and friendly service at all times
  - Maintain constant vigilance with respect to the security and safety of patrons and the venue
  - Ensure compliance with Workplace Health & Safety regulations and La Boite policies
  - Reporting any incidents immediately to the Duty Manager or Venue Operations Manager
  - Attend briefing and training sessions when required
  - Ensure the premises are kept clean and tidy
  - Provide general administration services if required
  - Other duties as allocated by the Duty Manager or Venue Operations Manager
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## All Positions: Desired Skills and Attributes

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1. Excellent interpersonal skills
2. Passion for theatre and performance and for delivering excellent customer service
3. Flexibility, Initiative and self-motivation
4. Excellent problem solving skills
5. Ability to work under pressure
6. Successful candidates will require RSA and First Aid Certificates prior to commencement'

## How to Apply

Your application should include the following:

- A short cover letter indicating your interest in the role and any relevant experience. Please also indicate your usual weekly availability for casual shifts.
- A current resume, including contact details for two referees

Please email your application by **5pm on Tuesday 18 April** with FOH Staff in the subject line to: [jobs@laboite.com.au](mailto:jobs@laboite.com.au)