

Casual Venue Staff Call-Out: Duty Manager

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

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

POSITION DESCRIPTION

Duty Manager

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