



**CELEBRATING 100 YEARS
OF OPENING NIGHTS AND OPENING MINDS**

JOB PACK
VENUE & OPERATIONS MANAGER

JUNE 2025



ACKNOWLEDGEMENT TO COUNTRY

At La Boite, we acknowledge the country on which we work and the traditional custodians of this land – the Turrbal and Jagera people. We pay our respects to their Elders past and present. We honour the Aboriginal and Torres Strait Islander people whose lands, winds and waters we all now share and their ancient and enduring cultures. This country was the home of storytelling long before La Boite existed, and we are privileged and grateful to share our stories here today.

ABOUT LA BOITE THEATRE | THE WHOLE WORLD ON SHOW

La Boite is an iconic Australian theatre company and one of Queensland's most revered producing houses. As Australia's oldest continuously running theatre company, La Boite Theatre has been creating inspiring, innovative, and adventurous theatre for 100 years.

La Boite Theatre has a proud reputation for developing artists and audiences – with the aim to push the boundaries of theatre and create a pathway for local and national artists to mainstream stages in Brisbane and beyond. La Boite plays a crucial role in the local, state, and national arts sector as an incubator and producer of new work.

La Boite Theatre understands that the stories, ideas and voices of our city and country are many and varied and as such seeks to represent and engage in this rich diversity of form, ideas, ethnicity, gender, and identity.

La Boite Theatre is committed to building workplace diversity, access, and inclusion. Diversity is central to innovation, and access and inclusion are key to unlocking its potential. La Boite's diversity will be reflected in its programs and storytelling, as well as in its workforce, audiences, artists, and partnerships. La Boite supports all people, including from First Nations people, people who are disabled and/or /deaf and/or neurodivergent, people from diverse cultural and linguistic backgrounds, and lesbian, gay bisexual, transgender, and intersex (LGBTQIA2+) people.

VISION

Another century of changing our world, one story at a time.

PURPOSE

To create powerful connections between artists and audiences through stories that entertain, move, empower, surprise, and transfix.

WE VALUE

Relationships: La Boite is people-centred, embedding a mindset of thoughtful risk-taking, creativity and innovation while being responsive to our partners' shared strengths and aspirations, and enhancing audience expectations.

Resilience: Through a passionate dedication to diversity, La Boite will thrive with considered, confident and connected strategies that strengthen the company.

Reputation: La Boite will continue to grow and strive for greater profile, cementing its role as a vital cultural hub in Brisbane, Queensland and Australia while also distinguishing itself globally as a passionate and necessary storytelling institution.

Sustainability: La Boite will strengthen its sustainability and independence through commercial growth, enabling increased artistic and audience development.

OVERVIEW

Hours:	Full time, 38 hours p/week The requirement of this position includes a degree of flexibility as you will be expected to work on events that may fall outside of usual hours, including weekends and evenings.
Reporting to:	Head of Business
Supervising:	Venue & Ticketing Coordinator La Boite Espresso Bar & Café Barista Casual Front of House Staff
Additional Conditions:	Qualifications / licenses required prior to commencing: Working with Children Check (Blue Card)

GOAL

The Venue & Operations Manager is responsible for the smooth and professional delivery of La Boite's front-of-house and ticketing operations, ensuring every audience member has a positive and welcoming experience. This role leads the coordination of all public-facing aspects of the theatre, including the supervision of casual front-of-house and bar staff, oversight of box office procedures, and implementation of audience services policies in line with La Boite's values and the Live Performance Australia Ticketing Code of Practice.

In addition to managing audience-facing operations, the Venue and Operations Manager provides essential administrative support to ensure the efficient day-to-day running of the Company. This includes oversight of office systems and supplies, contractor coordination, and workplace health and safety processes. The role acts as a key liaison between internal teams, contractors, and the public, ensuring La Boite's spaces and services operate smoothly, safely, and in alignment with Company goals.

DUTIES

1. To provide leadership to, coordinate and supervise La Boite's front-line staff (Admin, Box Office, Bar/Café);
2. To provide a quality ticketing service for La Boite Theatre and outside hirers of the Company's venues;
3. To actively seek, coordinate and manage commercial and community Venue Hire of the Company's venues;
4. Coordinate and manage the operations of the La Boite Espresso Bar & Café;
5. Support the Head of Business in the general business management of the Company to effectively manage internal and external stakeholders.

RESPONSIBILITIES

1. **To provide leadership to, coordinate and supervise La Boite's front-line staff (Admin, Box Office, Bar/Café).**
 - Recruit, train, and supervise the Venue & Ticketing Coordinator.
 - Recruit, train, roster and supervise casual Duty Managers to manage the venue during show calls or other times the venue is active, ensuring they have clear processes and procedures to follow and are compliant with all security, safety, fire warden and OHS requirements.
 - Recruit, train, roster and manage casual venue staff.

- Work with the Head of Business to establish budgets for front-of-house operations and manage these budgets when rostering staff to ensure staffing levels are appropriate and wages/allowances are managed.
- Be familiar with the employment conditions of all casual staff as set out in the Live Performance Award.
- Identify and deliver training for the FOH team, including monitoring/ developing training documents.
- Ensure all FOH/Bar staff qualifications include RSA.
- Ensure Duty Managers qualifications include CPR and First Aid.
- Monitor and develop new FOH procedures, ensuring compliance with box office, relevant policies, and code of conduct.

2. To provide a quality ticketing service for La Boite Theatre and outside hirers of the Company's venues.

- Be an ambassador and super-user of La Boite's CRM and ticketing/philanthropy program, Tessitura.
- Build and manage ticketing for all La Boite and hirer events, including all packages, promotions, and accurate/ timely reporting.
- Work closely with the Head of Marketing and Audience Development to manage the inventory and price reserves for each performance/ event.
- Deliver quality customer service to all internal and external clients.
- Oversee mainstage ticketing & opening night requirements so patrons have an excellent experience leading up to and at events.
- Train core and casual staff on Tessitura and continue to develop Tessitura skills while increasing staff knowledge of Tessitura's capabilities.
- Work with the Head of Business to ensure that all shows are settled in a timely manner and reported with a high degree of accuracy.
- Lead the development and implementation of policies and procedures as they relate to ticketing.
- Provide comprehensive event management support in the planning and delivery of Company events.

3. Oversee and provide leadership to the Venue & Ticketing Coordinator by supporting the management, coordination and delivery of commercial and community Venue Hire of the Company's venues.

- Drive venue hires with external parties (current and new) to meet/exceed annual budget forecasts.
- Oversee and facilitate communications among La Boite departments (including Business, Productions, and Marketing) to coordinate venue hire activity logistics, including technical needs, ticketing builds, marketing support, and staffing requirements.
- Oversee the production and issuing of quotes, proposals and agreements by the Venue & Ticketing Coordinator for external hire activities and events.
- Support the Venue & Ticketing Coordinator in the detailed and timely financial settlements for external hirers.
- Undertake research to identify new clients and event opportunities, contributing to the growth of new and repeat business.
- Prepare and deliver regular reports tracking progress against Key Performance Indicators (KPIs).
- Assist the Business Department in identifying areas for improvement and conducting ongoing reviews of external hire operations to optimise performance.

- Consistently provide high-quality, customer-focused service to external clients and stakeholder
 - Oversee and provide reporting regarding La Boite's car parking offer in line with the organisations contract with QUT.
4. **Coordinate and manage the operations of the La Boite Espresso Bar & Café.**
- Coordinate bar and café operations, including product selection, ordering and delivery, pricing, stock control and profitability.
 - Manage operations to meet/ exceed profit targets.
 - Oversee point-of-sale operations with an emphasis on stock control, revenue opportunities, reporting and trend analysis.
 - Act as Approved Manager for all bar operations (Head of Business to provide back-up Approved Manager shifts as required).
5. **Support the Head of Business in the general business management of the Company to effectively manage internal and external stakeholders.**
- Liaise with landlord (QUT), maintaining relationships with QUT Property, Security and Facilities departments as required regarding cleaning, maintenance, and security.
 - Liaise with IT provider (YesIT) as required.
 - Work with the Ticketing and Executive Officer to ensure La Boite staff are equipped to perform their duties, including building access, IT set up, and office layout.
 - Oversee the La Boite booking calendars, ensuring the relevancy and accuracy of bookings, with the intention of maximising the use of the spaces, driving revenue and preventing double bookings.
 - Oversee, and manage WHS, emergency response, incident reporting and first-aid requirements of the Company.
 - Attend all staff and management meetings and keep other staff informed of venue activities.
 - Share accurate and relevant information to internal and external stakeholders.
 - Support the Finance Officer in the financial record keeping of the company, ensuring timely and accurate reconciliation of accounts.
 - Provide administrative support to the Head of Business as required.

Other:

- Ensure all public spaces are maintained and presented in a professional manner, reflecting the company's standards.
- Comply with La Boite's Workplace Health and Safety Policy and actively promote safety in the workplace.
- Comply with La Boite's policies and procedures and with relevant legislation and regulations.
- The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

POSITION CRITERIA

Essential:

- 3+ years' experience in ticketing, patron services and/or business management within a similar arts/cultural organisation.
- Self-management skills including the ability to manage multiple competing priorities and manage time effectively.
- Previous experience assembling and leading a team of employees.
- Highly developed communication skills and stakeholder engagement.
- Ability to work flexible hours, including weekends and evenings.
- Effective knowledge of Microsoft Office software suite (Word, Excel).

Desirable:

- Comprehensive experience managing database systems (preferably Tessitura)
- Responsible Management of Licensed Venue & Approved Manager License (Liquor)
- Current First Aid Certificate (First Aid, CPR, Mental Health First Aid)
- Open Driver's license

HOW TO APPLY

Your application should include the following:

- A cover letter responding to the essential criteria
- A current resume, including contact details for two professional referees (these will not be contacted without your permission).

Please email your application by 5pm Tuesday 24 June 2025 with "Venue & Operations Manager" in the subject line to jobs@laboite.com.au.

If you would like more information about the role, please email jobs@laboite.com.au or call the Head of Business, Ian Prowse, on (07) 3007 8600.