



<b>TITLE</b>	FRONT OF HOUSE SUPERVISOR (x2)
<b>LOCATION</b>	19 KENNEDY STREET, CASTLEMAINE VICTORIA & FESTIVAL VENUES
<b>REPORTS TO</b>	TICKETING & FRONT OF HOUSE MANAGER
<b>EMPLOYMENT PERIOD</b>	MARCH 2021
<b>REMUNERATION</b>	\$4,200 CONTRACT + SUPERANNUATION
<b>DOCUMENT DATE</b>	JANUARY 2021

### POSITION PURPOSE

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To support the Ticketing & Front of House Manager in providing a high level of customer service to all ticket buyers and Festival attendees for the 2021 Castlemaine State Festival.

### ORGANISATIONAL CONTEXT

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The Castlemaine State Festival is a multi-arts celebration drawing on the distinctive culture of the central Victorian goldfields region – of old and new, of the artistic and the industrial, and its dynamic community strengths. The Festival showcases works from the region’s finest artists and performing arts companies, alongside those by national and international artists.

The next CSF will be held from 19 March – 4 April 2021 and will be the second festival to be directed by Glyn Roberts. The festival is embarking on a new direction by building on its sustained success over the last decade and seeking to communicate more widely the unique nature of this event on a national and international level.

CSF is Australia’s largest regional arts festival and with an increased focus on the regions, it is up to our organisation to lead the way and provide an inspiring bench mark for others to follow.

### POSITION OVERVIEW

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The Front of House Supervisor is responsible for ensuring all front of house volunteers are properly trained and supervised during all outdoor Festival events and managing all venue FOH operations including ushering, Covid-19 Safe Practices and QR code contact tracing and providing exceptional customer service and leadership to the public and co-workers.

### KEY RELATIONSHIPS

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Internal	Ticketing & Front of House Manager, General Manager, Festival Director, Production Manager, Creative Producer, Volunteers Coordinator, Patrons Manager, Partnerships Coordinator, Marketing & PR Manager, Marketing Coordinator, Front of House Coordinator, Risk Manager, Festival Office volunteers.
External	Ticket buyers, Ticketsearch, CSF Venues, CSF Sponsors & Patrons, Artists, general public.

### RESPONSIBILITIES

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- Supervise the day-to-day FOH operations for all events during the Festival at either Western Reserve or Castlemaine Botanical Gardens
- Train and Supervise FOH Volunteers.
- Ensure the safety and security of all Festival audiences.
- Compile incident plan procedures for each event in consultation with the BO&FOH Manager, OHS & Risk Manager, Production Manager and General Manager.
- Developing emergency and evacuation procedures for each venue, with the OHS & Risk Manager
- Carry out checks ensuring all spaces, internal and external, all fittings, equipment and resources are well maintained, in good working order and to take appropriate action when they are not.
- Recruit, induct, train and roster all Front of House staff and volunteers for the Festival’s outdoor venues
- Act as duty manager as required for Festival events.
- Work closely with the production and creative teams to ensure the Festival’s venues and events operate smoothly and efficiently.

- Develop staff rosters, ensuring that each Festival venue is adequately staffed at all times.
- In collaboration with Food & Beverage Coordinator, ensure bars and catering services volunteers are recruited and rostered.
- Ensure all Front of House volunteers have adequate and appropriate training to include COVID Safe practices, customer service, first aid, accessibility and health & safety.
- Ensure all Festival venues have necessary equipment and signage for the smooth running of ticketing services, audience access and egress and COVID Safe practices.
- Ensure all requirements of the CSF COVID Safe Plan are met including QR Code implementation for all venues and all other requirements under the current COVID-19 Public Events Framework.
- Respond to and implement any required changes to Front of House processes based on daily findings.
- Prepare post event reports after each day's performances and at the end of the Festival.

## REQUIREMENTS

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- 1 Front of House Supervisor will be appointed for Western Reserve (500 seats) and 1 for Botanical Gardens (150 seats). A copy of the current performance schedule is attached to this PD and each supervisor will be required to work for the duration of all events at these venues from 1 ½ hours prior to the start time until 1 hour after each event, in addition to approx. 5 days leading up to the Festival to prepare all required venue equipment, attend and assist in conducting Volunteer training sessions plus any necessary administration work required to prepare and set up the venues.
- It is imperative that each Supervisor commits to all rostered days of events at each venue, including work on weekends and evenings.

## SELECTION CRITERIA

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Applications should demonstrate the following criteria:

1. At least two years professional customer service experience, ideally including Front of House or Venue Supervisor experience.
2. Experience working in a busy, public and sometimes complex working environment.
3. Administrative and organisational skills and experience, including experience using Microsoft Office Word, Excel and PowerPoint.
4. Experience using customer relationship management (CRM) systems.
5. General understanding of working in festivals and/or events.

## PERSONAL ATTRIBUTES

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- People skills – the ability to develop positive, collaborative working relationships at all levels.
- Reliable and trustworthy – able to perform duties with honesty and integrity and is comfortable and experienced in handling confidential information.
- Problem solving and initiative – able to identify and anticipate problems then discuss and implement solutions.
- Flexibility and openness – able to adapt to fluctuating workload and demands in a dynamic work environment.
- Attention to detail – maintain exceptional standards of accuracy and integrity in all work produced.
- Customer service orientation – ability to understand the needs of the Festival audience and desire to deliver exceptional levels of audience engagement and customer service.

## TERMS

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- This position is an approx. 3 weeks contract and is based at the Castlemaine State Festival Office in Castlemaine and outdoor venues.
- Castlemaine State Festival is an EEO employer.

## APPLICATIONS

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Your Resume and a cover letter to be sent to [tickets@castlemanifestival.com.au](mailto:tickets@castlemanifestival.com.au) no later than Friday 12 February 2021.

## WESTERN RESERVE

Mon 15 Mar	Tue 16 Mar	Wed 17 Mar	Thu 18 Mar	Fri 19 Mar	Sat 20 Mar	Sun 21 Mar
IN OFFICE	IN OFFICE	IN OFFICE	IN OFFICE	EVENT 7.00p	EVENT 7.30p	EVENT 11.00a EVENT 7.30p
Mon 22 Mar	Tue 23 Mar	Wed 24 Mar	Thu 25 Mar	Fri 26 Mar	Sat 27 Mar	Sun 28 Mar
DAY OFF	DAY OFF	EVENT 10.00a EVENT 8.00p	EVENT 10.00a EVENT 8.00p	EVENT 10.00a EVENT 8.00p	EVENT 8.00p	EVENT 10.00a EVENT 8.30p
Mon 29 Mar	Tue 30 Mar	Wed 31 Mar	Thu 1 Apr	Fri 2 Apr	Sat 3 Apr	Sun 4 Apr
DAY OFF	DAY OFF	EVENT 8.00p	EVENT 8.00p	EVENT 10.00a EVENT 8.00p	EVENT 10.00a EVENT 8.00p	IN OFFICE for post event report writing

## BOTANICAL GARDENS

Mon 15 Mar	Tue 16 Mar	Wed 17 Mar	Thu 18 Mar	Fri 19 Mar	Sat 20 Mar	Sun 21 Mar
IN OFFICE	IN OFFICE	IN OFFICE	IN OFFICE	IN OFFICE	EVENT 2.00p	EVENT 2.00p EVENT 5.30p
Mon 22 Mar	Tue 23 Mar	Wed 24 Mar	Thu 25 Mar	Fri 26 Mar	Sat 27 Mar	Sun 28 Mar
EVENT 5.30p	DAY OFF	EVENT 10.00a EVENT 12.30p EVENT 3.00p EVENT 7.30p	EVENT 10.00a EVENT 12.30p EVENT 3.00p EVENT 7.30p	EVENT 10.00a EVENT 12.30p EVENT 3.00p	EVENT 10.00a EVENT 12.20p EVENT 3.00p EVENT 6.00p	EVENT 10.00a EVENT 12.30p EVENT 3.00p EVENT 6.00p
Mon 29 Mar	Tue 30 Mar	Wed 31 Mar	Thu 1 Apr	Fri 2 Apr	Sat 3 Apr	Sun 4 Apr
DAY OFF	DAY OFF	DAY OFF	DAY OFF	EVENT 2.00p EVENT 5.30p	EVENT 2.00p EVENT 5.30p	IN OFFICE for post event report writing