

ADELAIDE FESTIVAL AF

JOB SPECIFICATION

POSITION:	Front of House Attendants
REPORTS TO:	Head of Customer Experience, Front of House Coordinator, Front of House Supervisor/s
CONTRACT TERM:	Casual – successful candidates will need to have good availability for the Adelaide Festival period, from 28 February – 17 March (please note some shifts may commence prior to this date)
LAST UPDATED:	November 2023

Job Summary

Successful candidates will act as Front of House (FOH) Attendants, working within a team including of FOH supervisors, fellow FOH attendants and volunteers. Attendants must have exceptional interpersonal skills, be motivated, energetic and highly efficient. Applicants should have previous FOH experience and a knowledge and appreciation of live theatre. Applicants with experience in Box Office sales and service are encouraged to apply.

FOH Attendants will be rostered at Adelaide Festival (AF) venues that do not supply their own FOH services. These venues may not be traditional theatre spaces.

Accountability & Working Relationships

- Report directly to Front of House Supervisors & Front of House Coordinator, under the Head of Customer Experience
- Works closely with and may take directions from the production and programming teams, and the Customer Experience ticketing team
- Significant working relationships with volunteers and associated venue personnel to ensure successful the delivery of events at venues

Training

Successful candidates will need to make themselves available for a 3 hour (paid) briefing and training session in mid-February, along with any other on-site briefing sessions as required for outdoor venues. For those with a background in box office or an interest in learning these skills, opportunities for box office training (Tessitura) will be provided to successful candidates.

Key Functions

- Deliver a high level of customer service for audiences attending performances; understanding that Front of House may be the patrons' first, and sometimes only, point of contact with AF
- Assist patrons with finding the precise location of their seats according to their ticket information, taking particular note of the section and seat number for reserved seating events
- Ensure the creative demands of each production are considered when managing audience members in venues, including managing patron behaviour during performances
- Assist in preparing the venue for audiences prior to doors opening and maintaining venue safety and cleanliness to the highest standards

- Visually sweep the theatres to check for potential safety issues and lost and found items
- Assist in ensuring the Festival's COVID Management/Safe Plans are always adhered to
- Ensure the safety of patrons, volunteers and staff is top priority. Follow all emergency procedures regarding venue evacuation and know the location of all exits throughout the building
- Promote a positive, supportive and inclusive workplace for fellow staff and volunteers
- Report any incidents to FOH Supervisor and/or Venue manager in a timely manner, following reporting protocols
- Other tasks as directed by the Front of House Supervisor, Front of House Coordinator or Head of Customer Experience
- Have a thorough understanding of the many varied accessibility requirements patrons face when attending a performance; ensuring patrons with access requirements enjoy the same level of care and enjoyment afforded to all audience members who attend festival performances – making sure seating requests, early entry, transference to seat (for patrons using a wheelchair) happen seamlessly for the patron

Specific Knowledge & Skills

- Prior experience in FOH operations for theatre, events or festivals
- Excellent interpersonal and communication skills
- Current (valid) First-Aid certificate (desirable not essential)
- Demonstrated ability to work effectively in a team in a fast-paced environment
- Ability to exercise good judgement and show initiative
- Ability to deal calmly with challenging situations which may include calling emergency services
- Understanding of WH&S policies
- A commitment to continue to help Adelaide Festival reduce its carbon footprint
- An understanding of COVID-19 safety requirements; knowing that at any time, Adelaide Festival may be required to comply with Government directives should they be introduced again, including but not limited to – enforcing masks, vaccination checks, social distancing and hand hygiene

People and Culture

- Participate as a proactive member of the Adelaide Festival team to promote a culture of teamwork, mutual respect and trust
- Participate in initiatives that enhance access, inclusion, innovation, education and sustainability
- Adhere to and comply with Adelaide Festival policies and procedures and WHS requirements
- Participate in improvement activities by evaluating processes for efficiency and productivity