



THEATRE ROYAL

SYDNEY

Theatre Royal Sydney is seeking a dynamic and dedicated **House Manager** to oversee the seamless operation of our front of house and bar operations. This pivotal role is central to delivering exceptional customer experiences while ensuring the highest standards of health, safety, and efficiency across all productions and events.

The House Manager will exemplify professionalism and enthusiasm. With exceptional organisational and interpersonal skills, you will play a crucial role in creating consistent, world-class experiences for our audiences.

This exciting opportunity requires flexibility to meet the unique demands of our performance schedule, including evenings and weekends. If you're passionate about theatre, thrive in a fast-paced environment, and are committed to delivering memorable experiences, we'd love to hear from you!

This is a **full-time role**. For further information about this role, please refer to the **Position Description** below.

To submit your application, please submit your current resume to trsrecruitment@trafalgarentertainment.com.au with the Subject Line *House Manager Application* by **Monday 6th January 2025, 5:00pm**.

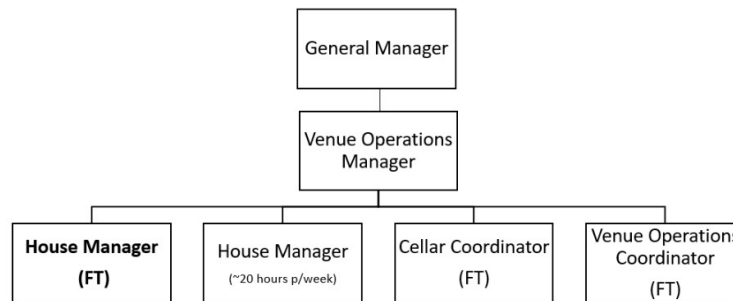
Early applications are encouraged as suitable candidates may be invited to attend an interview prior to the closing date.

Applications are open to those with full working rights in Australia. Trafalgar Entertainment is an Equal Employment Opportunity Employer.



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Job Title: House Manager
Reporting to: Venue Operations Manager
Responsible for: Front of House Supervisors and Attendants, Bar and Events Supervisors, Bar Staff
Position type: Full Time
Location: 108 King Street, Sydney



Our Company:

Theatre Royal Sydney (TRS) is one of Australia's oldest theatrical institutions, originating in 1832 with the current TRS built in 1976. In 2017, Trafalgar Entertainment became the new operators of TRS and after an extensive restoration period, the theatre reopened in December 2021. The iconic 1,200 seat theatre is an architectural masterpiece and centrepiece of theatre in Sydney's CBD. The theatre is home to a broad range of entertainment including dramas, plays, comedy and musicals. By joining TRS, you are joining the leading international live entertainment company, **Trafalgar Entertainment (TE)**. Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is focussed on new productions, the distribution of live-streaming innovative content and the provision of amazing spaces where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres (comprising Trafalgar Theatre and Olympia Theatre in London, Theatre Royal Sydney, and 12 UK regional venues), Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Helen O'Grady Drama Academy, London Theatre Direct, Jonathan Church Theatre Productions and The Chiswick Cinema.

About the Role:

The **House Manager** is a pivotal role in the successful management of Theatre Royal Sydney's front of house and bar operations. As a key Manager, you will place emphasis to ensure outstanding customer service and the prioritisation of the health and safety of audiences and staff in the theatre. This role requires the person to show exceptional organisational and interpersonal skills to ensure efficient FOH and Bar operations to meet the production and event requirements. The staff member in this role must represent the theatre with professionalism and enthusiasm, actively promoting the company vision and values of the venue, Theatre Royal Sydney, and international company, Trafalgar Entertainment. The House Manager will contribute to the success of providing consistent, memorable and world class



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experiences to all stakeholders. As such, this role requires flexibility depending on each production's requirements and performance schedule. This will include evenings and weekends.

Equal Opportunities and Diversity:

We LOVE entertainment, and in our world, EVERYONE has a part to play. Trafalgar Entertainment and its subsidiary companies are committed to ensuring that the organisation is truly inclusive, diverse and anti-racist, achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. We believe that all employees and customers are entitled to be treated with respect and dignity.

Key Responsibilities:

- Productive and successful management of Venue Operations, ensuring FOH and Bar teams are well supported, motivated, and trained to complete their roles.
- Responsible for incident management and risk mitigation processes, ensuring the venue is operating in a safe and healthy way for both staff and audience members.
- Accountable for the set up/pack down of the venue's physical and digital assets for service as well as all FOH service operations including enforcement of company process and protocols.

Main Duties:

- To lead and ensure the highest standards of customer experience is delivered consistently.
- To regularly review patron feedback and accordingly ensure processes and products are quality controlled.
- Provide feedback to Venue Operations Manager and Coordinators on general operations, customer perspective, product selection, process improvement and hazard mitigation.
- Resolve any customer complaints or issues that arise on shift, and facilitate follow-up of such by Venue Operations Coordinator, Venue Operations Manager, Ticketing Manager and Box Office Team.
- To seek to develop and improve the FOH and Bar teams, implementing ideas and feeding back to management on sales initiatives.
- To ensure the service team meets assigned KPIs around sales and wage efficiencies.
- Ensure the Venue Operations are carried out efficiently and effectively, looking to maximise income at every touch point.
- As required to support the Venue Operations Coordinator, oversee the rostering for both the FOH and Bar teams, ensuring both teams are operating in an efficient and cost-effective manner.
- Plan and facilitate the roll out of regularly scheduled training with Bar and FOH Supervisors, alongside the TRS Management team.
- Ensure the effective roll out of events on-shift in coordination with the TRS Management team.



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- Identifying training requirements for both the FOH and Bar teams and working with the Venue Operations Coordinator, Venue Operations Manager, HR Operations Manager, and Cellar Coordinator to arrange relevant training.
- Ensure the way the venue operates is always protecting the liquor license with correct processes, signage, house policy and risk mitigation practices in place at all times.
- Ensure the venue teams are always practicing the responsible service of alcohol.
- Liaising with security company to arrange and roster the right level of coverage required.
- In conjunction with the Technical & Building Services Manager, ensure the cleaners are well briefed on show specific requirements and coordinate with Dexus shared space cleaning.
- Liaise with Stage Manager prior to opening doors, at Show Time and with Technical Supervisors as required during the show.
- Ensure the House looks presentable prior to Show Time and audiences are seated in accordance with venue and production policies.
- Ensure any audience members who have accessibility requirements are identified prior to doors opening and attended to as required.
- To take pride in the venue and maintain a high standard of appearance in the team and the building.
- Ensure the Theatre auditorium, foyers and bars are presentable prior to every performance and cleaned thoroughly after each performance.
- Assist Venue Operations Coordinator in maintaining an up-to-date record of all Food Safety, RSA and First Aid training levels for all staff across the Organisation.
- Work with Venue Operations to implement new POS systems and training as required.
- Work with TRS Management to initiate and implement new revenue generating opportunities for the bar and lounge operations.
- Ensure Venue Operations have all the required equipment and stock.
- Troubleshoot any Digital Signage, IT, POS or EFTPOS related operational issues.
- Ensure all reconciliation and wastage processes at the bar are completed in a timely manner and with accuracy.
- Develop, maintain and implement required documentation and procedures.
- Cooperate with Venue Operations Coordinator to ensure reporting and operational administrative requirements are met in a timely fashion.
- Cooperate with other House/Duty Managers and Coordinators for seamless workflow and information flow to ensure Theatre operational, service and safety requirements are met.
- To seek to develop and improve the FOH and Bar teams, implementing ideas and feeding back to management on sales initiatives.
- Work with the Cellar and Bar team to facilitate the process ensuring effective stock levels are maintained. Assist with stocktake as required.
- Ensure that the venue and Bar teams are always maintaining the highest standards of food safety and that training is facilitated to ensure this.



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Staff Management:

- Create a healthy, positive, and efficient working environment.
- To monitor and manage staff performance, ensuring all leave, absence and time in attendance is monitored and documented.
- To utilise workplace communication tools to try and fill any empty shifts for upcoming services to assist the Venue Operations Coordinator.
- To ensure any rostering issues are communicated clearly and in a timely manner to the Coordinators.
- Ensure all elements of the employee lifecycle, including onboarding, offboarding and training for all team members is carried out in a timely manner, and in support of Venue Operations Coordinator.
- Participate in staff recruitment processes, conducting interviews and working with Venue Operations Coordinator to ensure onboarding process requirements are met.
- Demonstrate and reinforce the company values, and in doing so, support the FOH and Bar teams to perform their roles in a manner that aligns with the company values.
- Manage and resolve any staff issues or concerns during service, update Coordinators to ensure required records are maintained, and escalate to Venue Operations and HR Operations Manager as required.
- Ensure staff issues are managed in a manner that aligns with both company process and protocols and with statutory requirements.
- Communication and implementation of current and new procedures.
- Work with Venue Operations Coordinator, Venue Operations and HR Operations Managers to ensure effective information flow so that staff receive venue and employment related information as required.
- Conduct regular consultation sessions with service staff to allow for HR issues to be raised.
- Work with Venue Operations Coordinator to ensure regular daily and weekly communications occur with service staff.
- Work closely with the TRS Management team.
- Performance management of staff as required.
- Ensure timesheets for FOH and Bar team are approved prior to conclusion of shift.

Work, Health & Safety:

- To adhere to all Work, Health & Safety procedures to minimize the risk of injury and accidents, actively mitigating hazards on shift.
- To understand and assist with implementation of the WHS procedures and risk assessments and Theatre Royal Sydney's operational integration within 25 Martin Place.
- To report any incidents, accidents and near misses to the Theatre Management.
- To assist in completing departmental risk assessments and ongoing document and procedural reviews.
- Coordinate the investigation of incidents and completion of required analysis and paperwork, corresponding risk mitigation strategies, and escalate as required.



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- To assist in following up with staff and patrons after an incident.
- To report any staff injuries or incidents immediately to the Venue Operations Coordinator, Venue Operations, HR Operations and General Manager.
- To support staff as a Mental Health First Aider.
- To have a willingness to assist in case of emergency, administer First Aid and undertake regular First Aid Training as required.
- Play an active role as part of the venue's Emergency Response Team and to ensure the safe execution of the Emergency Response Procedures Manual.
- To attend and lead Work, Health & Safety training, as required.