



THEATRE ROYAL

SYDNEY

Do you have a passion creating unforgettable customer experiences and love live performance? Theatre Royal Sydney is calling on energetic individuals with hospitality experience to join our vibrant Venue Operations Team as **Usher and Bar Attendants!**

Located in the heart of Sydney's CBD, our beautifully restored, iconic 1,200-seat venue is home to world-class musicals, drama, comedies, ancillary functions, and premium events.

As part of the team, you'll help bring the wonder and escapism of live theatre to life for every guest, ensuring a well-rounded and safe experience for all. The ability to work both as an usher and serving in our bar is required in this dual role. As such, you will need a current NSW RSA and First Aid and CPR certificates to join our team.

What you will be doing:

- Welcoming patrons with warmth and professionalism and directing them whilst following venue operations guidelines
- Serving customers in our bar and event areas including making our superb made to order cocktails, and unique barista made coffee
- Implementing safety and emergency protocols and maintaining a clean, safe environment
- Sharing your knowledge of shows, venue layout and hospitality areas to enhance the guest experience and enhance sales and return patronage
- Working flexibly across bar and front of house areas, evenings and weekends to suit performance schedules

What We're Looking For:

- Previous hospitality, bar or ushering experience will be highly regarded
- A responsible, safety-conscious mindset
- A team player with a positive attitude and great communication skills
- Someone who is hands-on, thrives in a fast-paced, customer-focused environment with a can-do attitude
- Current NSW RSA and First Aid and CPR certificates

What We Offer:

- A supportive, energetic, inclusive team environment with development opportunities
- Live Performance Award entitlements and salaries, with live performance ticket perks
- Flexible roles with variety
- The buzz of hospitality without the 3 a.m. pack-downs.

For further information about this role, please refer to the Position Description below.

To apply please follow the instructions using this link:

[USHER AND BAR ATTENDANT APPLICATIONS](#)

Applications close 31st October 2025



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Position Description

POSITION: Usher and Bar Attendant

POSITION TYPE: Casual

REPORTING TO: House Manager.

Taking direction from the Venue Operations Management team of Deputy House Managers, Venue Operations and Cellar Coordinators, and Department Supervisors as operationally required.

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 Usher and Bar Attendant position is a pivotal customer facing role which is essential for effective venue operations. As part of the Customer Experience Team the purpose of this position is to provide exceptional customer service during a patrons visit to the Theatre Royal Sydney. This includes facilitating a seamless and positive premium experience whilst ensuring customer safety and amplifying sales.

This integral role requires a reliable, adaptable individual who is naturally personable and able to work across a variety of areas, and is responsible, being able to implement emergency and safety protocols. The ability to relate to all types of people and work in a team is critical for success in this position.

The Usher and Bar attendant will be required to work flexibly 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.



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Key Responsibilities:

- Provide exceptional customer service to all patrons with an effort to drive sales and return patronage.
- Implement safety and emergency protocols as required. Patron interactions and work to be performed with a risk mitigation mindset and application.
- To work flexibly between Usher and Bar Attendant positions within the venue as required and to engage in continued training for all positions.
- Apply the company values and adhere to company policies and protocols.

Main Duties:**Customer Experience and Sales:**

- To provide excellent, positive and attentive assistance to all customers, offering an exceptional standard of customer service and creating a truly welcoming environment.
- Ensure Responsible Service of Alcohol to ensure the safety and security of patrons and staff, and the sustained and safe operation of the on-premises Liquor Licence
- Understand and champion the Theatre Royal Sydney Conditions of Entry, and House Policy
- To be flexible and work as a team to respond to patron queries and escalate where required.
- To help drive sales, understand, and contribute to targets by gaining product knowledge and using effective selling techniques.
- To act as an attendant for events, activations and functions as required, delivering an exceptional client experience. To ensure all point of sale, wastage and reconciliation procedures are strictly adhered to.
- To participate in dynamic sales practices when required, including roaming sales, manning portable sales areas, food running, and the spruiking of fixed sales positions.
- To keep the service and storage areas, secure, well stocked and tidy.
- To 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.
- Have a thorough understanding of production content and history, and venue layout to provide clear and accurate information to customers, to promote shows and to ensure a safe environment for all.
- To actively promote positive relationships with Trafalgar Entertainment, production staff and show promoters.

Work, Health & Safety:

- To ensure the welfare and security of colleagues, customers and all site visitors utilising a risk mitigation approach.
- To actively ensure safe and efficient patron ingress and egress, through effective queue management.
- To adhere to all Work, Health & Safety procedures to minimise the risk of injury and accidents.



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- To report any incident or activity that could be injurious to somebody who works, visits, or passes through the theatre, or could cause damage to the building.
- To understand and actively participate in TRS Warden Skills Retention Exercises and Training as required.
- To have a willingness to assist in case of emergency, administer First Aid and undertake regular First Aid Training as required.
- To understand the WHS procedures and Theatre Royal's operational integration within 25 Martin Place.
- To engage in best practice surrounding food handling and food safety, adhering to all relevant regulation.

General Responsibilities:

- To keep a high and consistent standard of appearance, ensuring that the theatre is immaculately and positively represented
- Maintain the cleanliness of all bar and front of house service areas to ensure surfaces are presentable to patrons, and safe for use
- To keep all employment equipment and uniform secure and in a working order, and to promptly report any failure of equipment or uniform.
- To take detailed notes regarding customer complaints, feedback and incidents.
- To actively engage with the company's HR system, attending regular check-ins with line managers, providing feedback for colleagues, and working towards agreed goals.
- To actively participate in TRS training programmes and attend training courses as required to further self-development.
- To complete any other reasonably delegated tasks that may assist the company in achieving its business objectives, as requested by line managers and supervisors

Conditions of Employment:

- Be available for at least one matinee show on Wednesdays and Saturdays every week in addition to other availability.
- Current NSW RSA.
- Current First Aid and CPR Certificates.
- Completion of company mandatory training modules. These include but are not limited to, discrimination, sexual harassment, bullying and harassment awareness training, food safety, induction, manual handling, warden and emergency situation training, induction.