

FRONT OF HOUSE SUPERVISOR

Terms:	Full Time, 12-month contract with potential for extension
Team:	Southbank Theatre
Reporting to:	Head of Customer Experience
Direct Reports:	Casual House Duty Supervisors; House Attendants
Location:	Southbank Theatre, 140 Southbank Boulevard, Southbank

Melbourne Theatre Company

Our Vision

To be recognised as one of the world's preeminent theatre companies, leading the cultural conversation and chosen as a favourite destination for Australians.

Our Purpose

To share remarkable stories that enable people to better understand the world around them.

Our Values

Leadership: We are a contemporary leader in the arts, with a clear vision and viable roadmap for the future. We are a part of the cultural conversation, ensuring theatre remains an influential and relevant art form in Australian and internationally.

Equity and Inclusion: We support and promote equity across our staff, performers and program. We also represent and reflect the diversity of our society and the many stories of our time.

Creativity: We take artistic risks and challenge conventional performance boundaries. We integrate creativity into our daily work, using it to solve business challenges as they arise.

Connection: We grow and connect with our communities (both internal and external) by ensuring Melbourne Theatre Company remains relevant. We do this by listening, understanding and evolving to challenge, inspire and entertain.

Our Pledge

Theatre is for everyone.

Melbourne Theatre Company is committed to sharing stories that reflect the diversity of the human experience.

We believe that producing the highest quality theatre is only possible when all artists – regardless of race, sexuality, faith, ability, age or gender – are given the same opportunities to create and to flourish.

About the Position

This role has operational responsibility to ensure delivery of exceptional Front of House services for all visitors and audiences at Southbank Theatre.

The role supports the Customer Experience & Commercial department, in leading a team of

casual Front of House staff, consisting of Casual House Duty Supervisors, Assistant House Supervisors, House Attendants and Function Attendants.

The Front of House Supervisor is responsible for the recruitment and selection, training, rostering and motivation of the Front of House team in order to meet all customer service and business needs in an efficient and effective manner.

The position also provides support to commercial operations and events at Southbank Theatre, by maintaining key relationships with internal and external stakeholders. These stakeholders include Melbourne Theatre Company commercial partners, other arts organisations, venue hirers, other Company departments, patrons and customers.

The Front of House Supervisor is also required to develop a full knowledge of all building management systems and procedures.

Key Relationships

The Front of House Supervisor reports to the Head of Customer Experience and ultimately to the Director of Customer Experience & Commercial.

In addition to their direct reports, the Front of House Supervisor also works directly with the following staff:

- Production Services Manager
- Building Services Manager
- Southbank Theatre Operations Coordinator
- Events Manager
- Box Office Supervisors
- Program Marketing and Activation Lead
- Director of Customer Experience & Commercial.
- External Food and Beverage providers
- External contractors and maintenance personnel

The Front of House Supervisor must also be proactive in communications with all Melbourne Theatre Company staff as necessary, across Southbank Theatre and Melbourne Theatre Company HQ, in order to enable the Front of House team to be well informed and fulfill their duties in delivering an exceptional customer experience, across all Company activities.

Accountabilities

Duties and responsibilities include, but are not limited to:

Staffing

- Provide leadership and motivation of Front of House staff
- Oversee recruitment and training of House staff at Southbank Theatre
- Effectively and proactively manage Front of House rostering, ensuring performances and events are adequately staffed and appropriately budgeted for
- Participate actively in the House Supervisor roster, working regular shifts on the floor across varied days/times of the week
- Ensure adequate cross-over between your core hours and the casual team is maintained, to foster high quality working relationships and consistent communication with all Front of House team members
- Backfill rostered House Supervisor shifts where staffing shortfalls require

- Ensure weekly timesheets for Front of House staff are completed, checked, approved and submit to the Payroll Dept for processing

Customer Service

- Ensure customers receive warm, courteous and professional service, welcoming hospitality and proactive assistance in our venue at all times
- Be fully conversant with all customer service requirements for each performance and at other times the Theatre is open, and ensure they are met
- Support staff and patrons, responding to in person customer complaints and escalations
- Respond to customer feedback in a timely manner
- Work closely and cooperatively with external hirers of the Theatre to ensure requirements are met

Relationships

- Work closely with the Southbank Theatre Operations Coordinator, Production Services Manager and Building Services Manager to ensure venue activities are communicated clearly and requirements are met.
- Develop close communications and relationship with External Food and Beverage providers to ensure customer service standards across the venue are met
- Liaise with the Head of Customer Experience and Box Office Supervisors in relation to Box Office activities in the Theatre
- Work with various Melbourne Theatre Company Departments on projects such as Company policies and procedures, venue signage and other operational aspects of Southbank Theatre
- Represent Front of House on various internal committees, eg. Access and Inclusion Committee, Health & Safety Committee, Social Committee
- Create and maintain strong relationships with other arts precinct organisations, eg. Arts Centre Melbourne, Melbourne Recital Centre

Operations

- Work with the Head of Customer Experience to produce and review Front of House policies and procedures
- Document all Front of House policies and procedures; Maintaining reports, documentation and record-keeping as required
- Report venue maintenance requirements to the relevant personnel
- Be the first point of contact for all Front of House operations relating to Melbourne Theatre Company productions and other events and activity
- Comply with requirements of the Occupational Health and Safety Act and Regulations and Melbourne Theatre Company's Environment Health and Safety policies and practices
- Assume responsibility for the safety of visitors, patrons and staff while in Southbank Theatre
- Manage the Front of House health and safety reporting requirements
- Ensure public facilities are well presented and appropriately signed at all times. Work with the Building Services Manager on the installation and display of venue signage
- Liaise with the Southbank Theatre Operations Co-Ordinator on furniture requirements in the foyers and function spaces for specific events
- Participate in the Emergency Planning Committee in maintaining the Emergency Response Plan for the building. Ensure FOH staff are fully trained in the ERP.

- Ensure FOH staff are suitably trained in the provision of First Aid services.
- Attend to and report all serious incidents and events to the appropriate manager or director in a timely fashion, coordinating and reporting all near misses and evacuations
- Manage and troubleshoot building facilities including air-conditioning, lighting schedules, security systems, fire indication panel, EWIS
- Act as Duty Building Emergency Controller (Duty BEC)

Your Skills & Attributes

The key requirements for this position are:

- Demonstrated successful experience of 5 years or more in a complex, multi-faceted customer service environment
- Candidates with front of house experience desirable
- Candidates with venue operations experience desirable
- Interest in and/or knowledge of theatre
- Excellent planning and organisational skills
- Excellent communication and interpersonal skills
- Aptitude for quick, creative thinking, problem solving and decision making
- High level of IT literacy and experience with Microsoft Office
- Disciplined and resourceful; able to work effectively within budget constraints
- A highly effective manager, proactive and flexible

Other requirements:

- To be eligible to apply for this position you must be an Australian or New Zealand citizen, permanent resident or hold a valid work permit or visa. It is a requirement that employees reside in Victoria, and can attend work onsite.
- Formal employment checks may be conducted as a requirement of this position e.g. National Police Check, Working with Children Check.
- Evidence of stated qualifications will be required.

Health & Safety

All Melbourne Theatre Company people are responsible for the following safe work procedures and instructions:

- All staff are required to comply with Company policies and procedures
- Adopt work practices that support Health & Safety programs
- Take reasonable care for the safety of one's own health and safety and that of other people who may be affected by their conduct in the workplace
- Seek guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to a manager
- Must not wilfully place at risk the health or safety of any person in the workplace
- Participate in meetings, training and other environment, health and safety activities

- Must not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
- Wear personal protective equipment as provided
- Use equipment in compliance with relevant guidelines, without wilful interference or misuse
- Must cooperate with management in relation to actions taken by the Company to comply with Occupational Health and Safety and Environmental legislation

In addition, the Front of House Supervisor must:

- Be responsible for the day-to-day management of Health and Safety issues
- Ensure adequate consultation with Melbourne Theatre Company staff and contractors regarding Health and Safety
- Implement Company Health & Safety policies and procedures, and the annual Health & Safety scheduled requirements
- Follow all agreed procedures in consultation with staff
- Ensure that all new employees or contractors receive induction Health & Safety training prior to commencing any new work practices or using new equipment
- Participate in regular workplace inspections and ensure that required changes are implemented within the required timeframe
- Maintain appropriate records as required under The University of Melbourne's Safety Mapping program
- Investigate all reported incidents and develop plans to prevent a similar occurrence
- Participate in safety meetings (where applicable) and other safety programs
- Apply appropriate return to work and injury management within their section

Access and Inclusion

Melbourne Theatre Company is an Equal Opportunity Employer committed to providing a safe working environment.

We embrace and value diversity and inclusion in the workplace. Diversity includes all the ways in which employees differ, and the valuable contribution that all of these differences bring to the Company.

The Company encourages employment and program applications from Aboriginal and Torres Strait Islander people, people with diverse cultural backgrounds and people with disabilities.

It is our policy to consider reasonable adjustments for qualified applicants with disabilities.

The Company recognises our people work differing positions, days and hours of work, and from different locations. Requests for an individual flexible working arrangement are considered with regard to employee circumstances, business requirements and the National Employment Standards.

Version Control			
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