

Position Description – Front of House (FOH) Supervisor

Job Specification

Job Title:	FOH Supervisor
Department:	Production
Reports To:	FOH Coordinator
Direct Reports:	FOH Casuals

Job Scope

The FOH Supervisor supports the FOH Coordinator to oversee the successful management and delivery of Darwin Festival FOH services, which focuses on the safe and professional delivery of Festival events at venues. The FOH Supervisor assists with onsite inductions and training for FOH staff, and acts as a liaison between the FOH Coordinator and the FOH staff to provide up-to-date information; they will also be the second point of contact for FOH staff during event delivery and assisting with administrative tasks as required. The FOH Supervisor will have extensive working knowledge of the implementation and troubleshooting of Red61 FOH ticketing software applications.

Key Accountabilities	Tasks	Results
People Management 55%	<ul style="list-style-type: none"> Support the FOH Coordinator and the Production management team in the implementation of FOH procedures, offering solutions to achieve the ambitions of the artistic program Reporting to the FOH Coordinator, ensure the smooth running of FOH operations at venues and sites Identify volunteer placement opportunities within operational requirements. Assist the Volunteer Coordinator to professionally supervise volunteer staff assigned to venues, ensuring volunteers are treated respectfully and feel part of the team Assist the FOH coordinator with the FOH services induction briefing and ticketing software training with FOH staff 	<ul style="list-style-type: none"> Successful delivery of FOH activities to the satisfaction of the Production Manager and Head of Production Successful negotiations with suppliers and workers to secure optimum results in proactive consultation with the Production Department Management All production schedules are accurately managed in a timely manner - in line with FOH Coordinator directives Contribute information to the FOH Coordinator to be included in the departmental debrief at the end of the contract. immediately following event

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> • Be the second point of contact for FOH staff throughout Festival delivery • Assist the FOH Coordinator with the management of FOH staff and volunteers according to Darwin Festival policies and procedures, including WHS policies and procedures. • Manage customer complaints promptly and according to policy • Assist with venue changeovers • Supervise and support to FOH casual staff in their activities • Remain informed of the program content in the venue and special access arrangements on a daily basis • Ensure FOH hardware is maintained in good working condition and troubleshoot problems • 	<p>delivery and provide a written debrief report to the Production Manager prior to end of contract</p> <ul style="list-style-type: none"> • All direct reports (casuals and volunteers) receive appropriate induction, on the job guidance and supervision, with all direct reports compliant with Darwin Festival policies and procedures. • All people management matters are attended to in a professional manner as per Darwin Festival policies and procedures and the FOH Coordinated notified immediately. Participate in daily Midday Meetings during Festival delivery • Regular communication of developments and activities are provided to the FOH Coordinator accurately and on time • Daily FOH Reports are submitted accurately and on time
<p>Financial Management 10%</p>	<ul style="list-style-type: none"> • Ensure all project expenditure adheres to the Darwin Festival Finance Policies and Procedures and is undertaken with approval by the CEO and under supervision by the Head of Production 	<ul style="list-style-type: none"> • Ensure any project expenditure adheres to the DF Finance policies and procedures and is submitted to the FOH Coordinator for initial approval. Any expenditure requires approval of the Head of Production and the CEO

Key Accountabilities	Tasks	Results
<p>Communication 15%</p>	<ul style="list-style-type: none"> • Work collaboratively with all Festival team members to ensure open and clear sharing of information across all channels • Maintain relationships with external stakeholders (including, but not limited to Cleaners, Security, Festival Sponsors) 	<ul style="list-style-type: none"> • Demonstrated effective communication and collaboration with all Festival team members and related stakeholders • Timely notification of any changes to projects or schedules to Production Department Management • Effective relationships maintained with all external stakeholders for the duration of the Festival
<p>General Duties 5%</p>	<ul style="list-style-type: none"> • Attend Festival functions, briefings and team meetings as required • Any other duties as reasonably requested by the FOH Coordinator, Production Manager, Head of Production and/or CEO 	<ul style="list-style-type: none"> • Proactive and punctual attendance at all required meetings • All assigned duties carried out in a proactive, positive and professional manner at all times
<p>Teamwork 5%</p>	<ul style="list-style-type: none"> • Always maintain professionalism and follow standards as outlined in the Employee Handbook or relevant document. • Follow direction as given by senior team members • Adhere to Darwin Festival Values and Code of Conduct as outlined in the Employee Handbook • Respect for the work environment, each other and all stakeholders • Foster a collaborative team environment where creativity, suggestions and ideas are actively encouraged • Support other team members by being understanding, approachable and patient • Punctual to all work-related events including but not limited to start time, meetings and onsite work 	<ul style="list-style-type: none"> • Full compliance and advocacy for all points raised

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> Take an active role in procedures and initiatives, including but not limited to: WH&S, Project Management, HR Induction, Onboarding etc. 	
<p>WHS 5%</p>	<ul style="list-style-type: none"> Raise and report any or potential hazard or incident in the first instance within enableHR and to your direct Manager WH&S compliance – observe all work health and safety and Darwin Festival policy and initiative requirements to contribute to a safe, healthy and ethical workplace Ensure you have contributed to the consultative process by advising management of any past, present or potential WH&S risks Ensure activities are conducted within the approved guidelines of relevant public safety acts and regulations relating to live public performance and in accordance with approved WHS standards Undertake the responsibilities of Warden during event delivery 	<ul style="list-style-type: none"> All WH&S matters raised with your Manager in the first instance Adherence to all WH&S policies, procedures and instructions Promoter of best practice WH&S at all times All applicable WH&S documentation completed and implemented in a timely manner Warden duties completed thoroughly and in a timely manner
<p>Compliance 5%</p>	<ul style="list-style-type: none"> Demonstrate 100% compliance with any relevant government legislation Be fully conversant and compliant with all Darwin Festival Policies and Procedures Ensure internal control procedures are followed through (e.g. correct forms used to action associated tasks) 	<ul style="list-style-type: none"> No instances of non-compliance Promoter of compliance within the organization at all times

Person Specification

Experience	Education	Personal Attributes	Potential	Alignment with Organisational Values
<ul style="list-style-type: none"> • Minimum 1-2 years' experience in production or FOH, preferably in a major event and/or festival environment, with demonstrated supervisory, customer service and problem-solving skills • Strong working knowledge of the venue operational requirements for live performance • High level interpersonal, verbal and written communication skills • Proven ability to multi-task whilst being responsible for all related administrative tasks • Excellent people management skills: able to effectively supervise the activities and performance of workers • Excellent computer skills, including Excel, with a knowledge of Deputy and Red61 highly desirable 	<ul style="list-style-type: none"> • Current driver's license essential • Current Working with Children certification essential • Desirable: tertiary qualification in production, hospitality, or similar, or demonstrated equivalent competency 	<ul style="list-style-type: none"> • Excellent verbal and written communication skills and the ability to build a rapport with a range of stakeholders to encourage cooperation and collaboration • High level organisational skills • Demonstrated capacity to meet deadlines with an ability to work in a systematic way and provide direction to others • Capacity to work as part of a small busy team under pressure, with a positive, collaborative, respectful and inclusive attitude. • Excellent decision-making skills to reduce chances of error • Strong people management skills with the ability to lead Team members effectively at all times. 	<ul style="list-style-type: none"> • Number of potential career options dependent on business needs and the contribution, experience and desire of worker 	<ul style="list-style-type: none"> • We ensure a safe and healthy workplace for all • We believe in honesty and acting with care, diligence and integrity in everything we do • Foster a culture of mutual respect with the proper regard for the rights and dignity of others • We strive for compliance and continuous improvement of daily teamwork – we enjoy our work and work collectively to achieve goals • We are accountable for our actions, performance and behaviours

Experience	Education	Personal Attributes	Potential	Alignment with Organisational Values
		<ul style="list-style-type: none"> • Proactive and pragmatic approach to responsibilities - able to show and share enthusiasm with Team • Highly computer literate, able to self-administrate, pick up new systems and processes quickly and also share expertise readily with others. 		

Acknowledgment

Please acknowledge that you understand and will abide by this position description by signing both copies, one copy should be retained by yourself and the other copy is to be returned to the Human Resources Department.

Employee		Signature	Date	
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