



## Job description

<b>Title</b>	Front of House Manager
<b>Number</b>	2VE20A – G
<b>Group</b>	Community Services
<b>Division</b>	Venues & Events
<b>Reports to</b>	Visitor Experience Manager
<b>Direct reports</b>	N/A
<b>Date</b>	04/07/2022

### Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

### Job purpose

The primary purpose of this role is to manage the 'front of house' operations at an event and provide effective leadership of the Front of House Crew. The role is responsible for the supervision, safety and visitor experience of all patrons and will work collaboratively with the House Technician to ensure that all events at our venues\*, and other venues within the Division from time to time, are successful, safe and operated in accordance with relevant business policies, procedures and licences.

\*Baycourt Community & Arts Centre, The Cargo Shed and The Historic Village

### Key outcomes

<b>Patrons and clients experience an exceptional level of service when engaging with our venues.</b>	<ul style="list-style-type: none"><li>• Demonstrate and provide excellent customer service and manaakitanga (hospitality) through positive, professional, and quality interactions with patrons and clients.</li><li>• All clients/hirer's needs are acknowledged and effectively managed (within relevant venue procedural parameters), to ensure the best possible outcome for the venue, patrons and clients.</li></ul>
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	<ul style="list-style-type: none"> <li>• Work collaboratively with other operational departments and form/maintain positive working relationships.</li> <li>• Contribute to ensuring Baycourt, The Cargo Shed and The Historic Village are seen as professional event venues.</li> </ul>
<b>The Front of House Crew have strong, effective and consistent leadership on every shift.</b>	<ul style="list-style-type: none"> <li>• Effectively lead, support and motivate the Front of House Crew on shift.</li> <li>• Assist the Visitor Experience Manager to provide training and upskilling to Front of House Crew as required.</li> <li>• Model and champion our team values.</li> </ul>
<b>Operational duties are undertaken professionally and with accuracy.</b>	<ul style="list-style-type: none"> <li>• Supervise and enable Front of House Crew to deliver efficient bar service, ensuring all conditions of the On-Licence and 'Manager on Duty' responsibilities are met.</li> <li>• Supervise and enable Front of House Crew to deliver exceptional ushering services and ensure positive interactions with patrons and clients at events.</li> <li>• Manage/lead all emergency situations on behalf of Baycourt during events e.g. medical emergencies, fire evacuation. Ensure all emergency situations (incidents, near misses, first aid events etc.) are dealt with and reported promptly.</li> <li>• Venue is clean, well presented at all times, and cleaning and maintenance issues are reported promptly.</li> <li>• Manage patron complaints professionally on the day/night and escalate where appropriate e.g. ticketing/seating issues.</li> <li>• Prepare post-event washup notes in a timely and accurate manner.</li> <li>• Undertake casual box office shifts from time to time (e.g. selling an event ticket).</li> </ul>

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

## Person specifications

Essential
<ul style="list-style-type: none"><li>• Managers Certificate (training can be provided).</li><li>• First Aid Certificate (training can be provided).</li><li>• Hospitality and/or relevant industry experience.</li><li>• Leadership experience.</li><li>• Excellent communicator.</li><li>• Calm under pressure.</li></ul>

# Here to make Tauranga better



WHANAKE TE TAI

## Our values

### **Pono / Integrity**

We do what we say we will do

### **Manaakitanga / Respect**

We listen to all views and show we care

### **Whāia te tika / Service**

We do the right thing for our community  
and each other

### **Whanaungatanga / Collaboration**

We work together and create connections