POSITION DESCRIPTION

Position title	**Front of House Manager – Level 5**
Employer	Melbourne International Comedy Festival
Reports to	Assistant Venues Manager, Deputy Venues Manager, Venues Manager
Position reports	Front of House Attendants
Training dates	Monday 22 March 2027 Tuesday 23 March 2027
Start date	Wednesday 24 March 2027
Finish date	Sunday 18 April 2027
Hours of work	Casual as rostered
Place of work	Festival Managed Venues (Melbourne CBD)
Rate of Pay	$38.00 base hourly rate including casual loading paid in accordance with the Live Performance Award 2026/2027, Level 5

MELBOURNE INTERNATIONAL COMEDY FESTIVAL

Melbourne International Comedy Festival is one of the world's great comedy festivals and one of Australia's largest and most loved cultural events.

Conceived to promote the comedic arts in Australia, the Melbourne International Comedy Festival has earned its global reputation through creative, eclectic programming. The organisation is active year-round with national and international touring, educational and artistic development programs complementing the presentation of the annual four-week festival.

The Festival values and encourages inventiveness, diligence and respect for all. Melbourne International Comedy Festival staff contribute as a team to the production of the Festival and have the opportunity for input in a variety of areas. An ability to communicate effectively and collaborate in a way that enables efficient and professional delivery of all aspects of the Festival's operations is essential.

POSITION OBJECTIVES

Front of House (FOH) staff are the primary face of the Festival and are often the first point of contact for the Festival's audience members. They are responsible for collectively ensuring that the Festival Managed Venues operate efficiently, are welcoming and accessible, easy to navigate, clean, comfortable, and safe.

The primary responsibilities of the Front of House Manager (FOH Manager) are to act as the principal customer service liaison between Front of House Attendants, artist(s), producer(s) and Technical staff to ensure the smooth and efficient running of their assigned performance space, to supervise and direct the general public before, during and after a performance and to support and manage the Front of House Attendants(s) within their team. There will, however, be other tasks that will be undertaken during each shift as directed by the Assistant Venues Managers and/or the Venues Manager.

FOH Managers will be stationed in the non-performance areas of the venue unless alerted to issues occurring inside the performance space. The FOH Manager – Level 5 role may encompass the supervision of multiple performance spaces within a single venue or the supervision of one complex performance space, venue or ancillary space and includes the effective management of the team of FOH staff stationed on those spaces. It is the responsibility of the FOH Manager(s) to ensure daily venue tasks are fulfilled, either by them or by the Front of House Attendants under their supervision and level 5 managers will be trusted to work around areas of high patron traffic and movement.

Composition of Festival Managed Venues for the 2027 Festival includes Melbourne Town Hall, Trades Hall, Max Watt's, The Westin, The Victoria Hotel, Melbourne Museum, Swiss Club, Chinese Museum and others.

KEY RELATIONSHIPS

Internal

- Venues Manager, Assistant Venues Managers, Venue Programming Manager, Technical Director and Production team, Festival Producers and Company Managers, Marketing and Partnership team, Ticketing team and other Festival staff

External

- General public and ticketholders, artists and producers, contractors and service providers, venue and security staff and special events crew

KEY RESPONSIBILITIES

- Be a positive advocate for the Melbourne International Comedy Festival at all times
- Ensure all Melbourne International Comedy Festival policies and procedures are adhered to
- Maintain a positive relationship between external venue staff, venue security (if applicable) and FOH staff and communicate any issues or concerns to Assistant Venues Manager or the Venues Manager
- Facilitate ongoing communication between FOH staff and artist(s) and producers, fostering a positive working relationship and communicating any issues or concerns to Assistant Venues Manager and/or the Venues Manager
- Supervise, direct and assist the public before, during and after each performance. Provide proactive assistance, including directing patrons to the Box Office and/or to the correct venue and assist with any other reasonable requests from the public
- Support and manage the FOH Attendants in organising queues, ensuring comfortable and safe crowd dynamics are maintained within indoor foyers/queueing areas, checking audience members are in the right queue and proactively informing audiences of any impactful change to the status of a show or event
- Support and manage the Front of House Attendants in scanning all tickets and ensuring that only patrons with valid tickets, or passholders where authorised, are permitted to enter the venue
- Facilitate the sale of last-minute door tickets for patrons, when and if required
- Liaise with the Technical Stage Manager(s) for clearance to open performance spaces to ticket/passholders and for clearance for performances to commence
- Support and manage the Front of House Attendants in directing audience members to seats, ensuring that all patrons are seated prior to commencement of the performance and that aisles are kept clear in case of emergency
- Assist any patrons utilising any accessible service including step-free access and priority access to the venue where possible, directing patrons to accessible seating and providing additional customer service as required

- Monitor the behaviour of individual audience members, in conjunction with Front of House to ensure it is not disruptive to the performance or infringing on the enjoyment of other audience members. Ensure that there is no unauthorised recording of the performance
- Manage and de-escalate any problematic audience behaviour and/or any patron issues or complaints, ensuring the safety of artist(s), staff and other patrons is priority
- Ensure designated first aiders are contacted in the case of a medical emergency.
- Clear the venue at the conclusion of each performance and assist with the turnaround between shows working alongside the Technical Stage Manager (i.e. removal of chairs, removal of set props from the patron area and removing trash from the room etc)
- To the best of your ability, ensure that performance schedules are adhered to. Ensure Front of House accurately record performance start and finish times on Show Reports after each performance and communicate immediately any delays in show start times greater than 5 minutes to the Assistant Venues Managers, or the Venues Manager
- Prepare and complete a FOH Venue Report at the conclusion of each shift detailing alterations to the scheduled program including delays, any incidents, artist feedback and/or issues, FOH recommendations, venue feedback and audience feedback and/or issues
- Ensure that Front of House Attendants complete a Show Report at the conclusion of each performance and that the information recorded is accurate
- Maintain the security of the performance space and backstage areas by limiting unauthorised access
- Be familiar with emergency procedures. In an emergency, assist with evacuation of patrons from the venue, following the directions of the Chief Warden (Technical Director) or the Venues Team
- Escalate any serious incidents, emergencies, first aid situations or unresolved complaints to the appropriate person – Event Operations Centre (EOC), Assistant Venues Manager, Venues Manager, Venue security or the Technical Director
- Report a serious incident immediately (via radio or phone) to the EOC and follow their guidance in responding to the incident. An Incident Report *must* be submitted as soon as possible following the incident
- To absorb the show information and shift information provided via the Festival App and to set out all patron pathways and performance spaces accordingly with the seating maps and information provided

WHS Responsibilities
In the context of Workplace Health and Safety policies, procedures, training, and instruction, as detailed in Section 25 of the Occupational Health and Safety Act 2004, employees are responsible for ensuring that they:

- Follow reasonable instruction
- Cooperate with their employer
- Maintain and observe all current Health and Safety policies and procedures.
- At all times, take reasonable care for own health and safety and that of other persons that may be affected within the Workforce

KEY SELECTION CRITERIA

- Broad experience working in a leadership role within a customer service capacity
- Experience working in a live performance, theatre, events or festival environment in a management capacity.

- Ability to liaise confidently, calmly and amiably in a fast paced and high-pressure environment with a broad range of internal and external stakeholders
- Demonstrated experience managing staff and facilitating a strong and cohesive team environment
- Demonstrated experience in positive and constructive dispute resolution and the ability to solve problems in a timely and professional manner
- Experience working with large crowds and working to tight schedules

PERSONAL ATTRIBUTES AND DESIRED EXPERIENCE

- Excellent personal presentation and communication skills
- Interest in Australia's comedy industry and community, and understanding and appreciation of the art of comedy
- Willingness to learn, take direction and work as part of a team
- Patience, energy and a sense of humour
- A positive and can-do attitude and an ability to cope with high pressure situations

INHERENT PHYSICAL REQUIREMENTS

Position Profile
Position: FOH Manager, Front of House Attendants,
Primary Actions: Ushering, frequent standing and walking, use of ticket scanner Secondary Actions: Manual handling – low to medium frequency and volume
Additional notes (varies depending on position): Customer communication and support, screen-based activities, ushering

Action	Never	Occasional	Frequent	Continually
Sitting			X	
Standing			X	
Walking			X	
Steps or stairs (MICF office and venues)			X	
Squatting or kneeling		X		
Bending or twisting		X		
Working with hands above shoulder height, reaching forwards or sideways		X		
Gripping or grabbing			X	
Fine hand coordination (computer typing)			X	
Eye coordination (computer screen)			X	
Lifting floor to waist, waist to height		X		
Lifting above shoulder height		X		
Carrying			X	
Pushing or Pulling		X		
Shift Work/Long hours			X	
Driving (as part of position)	X			

Risk Management	Description
Training	Adequate training for appropriate lifting techniques
Resources	Information on posture, breaks and exercises
Trolley	To transport medium to heavy items
Portable step ladders	To access shelves above shoulder height
Staff support	Recruit team members to assist manoeuvring an object
Ergonomic support	Options for ergonomic furniture if appropriate