POSITION DESCRIPTION

Position title	**Front of House Attendant**
Employer	Melbourne International Comedy Festival
Reports to	FOH Manager, Assistant Venues Manager, Deputy Venues Manager, Venues Manager
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	$34.45 base hourly rate including casual loading paid in accordance with the Live Performance Award 2026/2027, Level 2

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 SUMMARY

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 responsibility of the Front of House Attendant is to direct, inform and provide assistance to the general public before, during and after a performance. In addition, multiple other tasks will be undertaken as directed by the FOH Manager and/or Assistant Venues Managers, and Venues Manager and these will include but are in no way limited to: cleaning public areas, assisting with postering and informing the public of other events in the Festival.

Front of House Attendants will be stationed in both the performance and non-performance areas of the venue to assist with seating, directing or monitoring patrons within the venue. This position may work independently on a small room being managed by a FOH Manager and/or Assistant Venues Manager or will work within a team of others managed directly by a

FOH Manager on a larger complex room or ancillary space such as the Melbourne Town Hall Steps.

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

- To 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
- 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
- Organise queues, ensure density quotients are adhered to within indoor foyers/queueing areas, check audience members are in the right queue and proactively inform audiences of any delays or changes to performances
- Scan all tickets and ensure that only patrons with valid tickets, or passholders where authorised, are permitted to enter the venue
- Assist with box office duties including selling tickets using the Red61 app supplied on the scanner if directed to by the Assistant Venues Manager and/or Venues Manager
- Direct 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
- In conjunction with the Technical Stage Manager, ensure to the best of your ability that all performances commence on time and that the advertised schedule is adhered to
- Monitor the behaviour of individual audience members to ensure it is not disruptive to the performance or infringing on the enjoyment of other audience members and escalate problematic audience behaviour to either the FOH Manager or Venues Manager
- Ensure that there is no unauthorised recording of the performance
- 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, removing any trash that may have been left behind by patrons etc)
- Maintain the security of the performance space and backstage areas by limiting unauthorised access

- Be familiar with what to do in the case of an emergency and in an emergency, assist with evacuation of patrons from the venue, following the directions of the FOH Manager and/or Venues Team
- Escalate any serious incidents, emergencies, first aid situations or unresolved complaints to the appropriate person – Event Operations Centre (EOC), FOH Manager, 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
- Maintain a clean and safe environment throughout the Festival

Other key responsibilities may incorporate the below:

- To absorb the show information provided via the Festival App and to set out the room accordingly with the seating map and information provided
- Liaise with the FOH Manager and/or the Technical Stage Manager for clearance to open performance spaces to ticket/passholders and for clearance for performances to commence
- To the best of your ability, ensure that performance schedules are adhered to. Accurately record performance start and finish times on Show Report after each performance
- Prepare and complete nightly FOH Show reports detailing alterations to the scheduled program including delays, any incidents, artist feedback and/or issues, FOH recommendations and audience feedback and/or issues

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 customer service capacity
- Preferred experience working in a live performance, theatre, events or festival environment
- Ability to liaise confidently, positively and calmly in a fast paced and high-pressure environment with a broad range of internal and external stakeholders
- Demonstrated experience working as part of a strong and cohesive team
- 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 Attendant
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