

## POSITION TITLE

**Front of House Administrator - Hannah Playhouse**

## LOCATION

**Hannah Playhouse**

## POSITION STATUS

**Permanent, Part-Time – 30 hours per week**

## POSITION OBJECTIVE

The purpose of this position is to coordinate and administer all Front of House services for the Hannah Playhouse, and ensuring a safe working environment.

## CONTEXT

The Hannah Playhouse is part of the Wellington Museums Trust (trading as Experience Wellington), a registered charity established by Wellington City Council as a Council Controlled Organisation (CCO) to manage and develop its cultural and arts visitor experiences.

Our purpose is: **Our business opens the doors to remarkable experiences that set Wellington apart**

Our vision is: **Excellent experiences that Wellingtonians proudly share with the world**

The Front of House Administrator – Hannah Playhouse will contribute to the achievement of this vision by ensuring that all events in the Hannah Playhouse are run smoothly and safely for all visitors and that events comply with Health and Safety requirements pursuant to places of public assembly.

## KEY RESPONSIBILITIES

- Provide Front of House (FOH) support to all users of the Hannah Playhouse during core business hours.
- Ensure FOH service delivery quality is maintained at a high standard and in line with Experience Wellington's Policies.
- Assist with the coordination of FOH staff, including distributing rosters; advising of upcoming shifts; appropriate induction; training and quality assurance systems are in place and functioning.
- Maintain Bar stock when a Bar is appropriate to be operating for an event in the Hannah Playhouse.
- Assist in developing and implementing programme activity in the Hannah Playhouse and Bar to maximise revenue and visitation outside of scheduled venue hire times.
- Maintain the Hannah Playhouse Website and Social Media sites with current information.
- Maintain presentation of the venue, along with the General Manager and cleaning staff.
- Working with the General Manager to maximise hire revenues.
- Prepare the weekly banking and liaise with the Finance Team for all financial administration.

## WORKING RELATIONSHIPS

**Internal:** The **Front of House Administrator – Hannah Playhouse** will:

- Be accountable to the General Manager – Hannah Playhouse;
- Liaise with all casual Bar, Front of House and Box Office staff;
- Work in a collegial manner with the Experience Wellington Buildings Manager, the House Technicians - Hannah Playhouse, and the Finance Team; and
- Work in a collegial manner with all other Experience Wellington Staff

**External:** The **Front of House Administrator – Hannah Playhouse** will:

- Develop and maintain positive relationships with individuals, groups and organisations relevant to the Front of House and operations of the Hannah Playhouse including:
  - colleagues in equivalent positions in other cultural institutions particularly in the theatre sector;
  - hirers;
  - regulatory authority representatives; and
  - the Hannah Playhouse Trust.

## DELEGATIONS

Level C – Bar Stock up to a maximum of \$1,000 on the approved budget line.

## KEY RESULT AREAS

Key Tasks and Accountabilities	Performance Measures
<b>1. Leadership</b>	
<ul style="list-style-type: none"><li>You contribute, as a member of the Hannah Playhouse team, to its success by achieving strategic and business outcomes.</li></ul>	<ul style="list-style-type: none"><li>Your manager receives timely and relevant advice that influences decision making.</li><li>All relevant KPIs are met.</li><li>There are no surprises.</li></ul>
<b>2. Operational Administration</b>	
<ul style="list-style-type: none"><li>Coordinates hirers' requirements, as advised by the General Manager and contributes to the success and quality of events at the Hannah Playhouse.</li><li>Maintain the bar stock levels.</li><li>Development and distribution of the Casual Staff Rosters in a timely manner.</li><li>Provide a contact point for casual staff, encouraging them to strive for excellence particularly in respect of the provision of customer focused service delivery.</li><li>Ensure the laundry is processed.</li><li>Box Office TV information and promotional material are always current and is promoted in a timely fashion.</li><li>Show information is distributed in a timely manner.</li></ul>	<ul style="list-style-type: none"><li>All hirers report satisfaction at service delivery levels.</li><li>Feedback from all casual staff is positive.</li><li>Appropriate casual staffing levels are achieved for all activity at the Hannah Playhouse.</li><li>All casual staff are 'called' in sufficient time as required, and are kept informed on a regular basis.</li></ul>
<b>3. Financial Coordination</b>	
<ul style="list-style-type: none"><li>Maintain the floats for the Bar and Box Office.</li><li>Prepare the weekly banking.</li><li>Do monthly stock takes of all consumable assets.</li><li>Place bar stock orders as required.</li><li>Liaise with Finance Team for all financial administration.</li></ul>	<ul style="list-style-type: none"><li>Timely and accurate reports are supplied to General Manager.</li><li>Bar stocks are maintained at a level to service occupancy requirements.</li><li>Feedback from Finance Team is positive.</li></ul>
<b>4. Customer Service and Quality Assurance</b>	
<ul style="list-style-type: none"><li>Financial and non-financial resources (staff and assets) are used to achieve the best results for the business unit and for Experience Wellington as a whole.</li><li>Ensure the FOH and other client spaces are always clean, tidy and well presented.</li><li>Ensure the venue is looking toward moving to sustainable practices, environmentally, commercially and all other practical aspects.</li></ul>	<ul style="list-style-type: none"><li>Savings are achieved without compromising effectiveness or quality.</li><li>Quality of service is maintained or improved as evidenced through formal feedback (customers, staff, and colleagues).</li><li>Good customer service is maintained.</li><li>Systems and practices are regularly reviewed and updated.</li><li>Full compliance with policies and procedures is achieved.</li><li>Cleaning staff know what is required, and when.</li></ul>
<b>5. Self Management and Organisation</b>	

<ul style="list-style-type: none"> <li>Plan and manage own workload and works effectively without supervision.</li> <li>Prioritises tasks, and manages time and resources to ensure desired results are achieved on time and to required standards.</li> <li>Participate in relevant training programmes.</li> </ul>	<ul style="list-style-type: none"> <li>Deadlines are met.</li> <li>Service delivery standards are met and maintained as evidenced through feedback from customers and colleagues.</li> </ul>
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## 6. Health and Safety

<ul style="list-style-type: none"> <li>You ensure that Experience Wellington’s goal of a zero harm culture is promoted with all casual staff as well as all venue hirers.</li> <li>You ensure that the health and safety of workers and visitors is a principle consideration in the development and delivery of all outputs.</li> <li>You ensure that your decision making is aligned with Experience Wellington’s health and safety policies, procedures and plans.</li> <li>You model good health and safety behaviours at work.</li> <li>You report concerns about aspects of the work place that may be considered a health and safety risk to you, other workers or visitors.</li> <li>All FOH hirers are inducted in Health and Safety requirements relating to evacuation, earthquake and fire safety in the building.</li> <li>The public areas are maintained fit for purpose and the auditorium meets all compliance requirements for egress and emergency management.</li> </ul>	<ul style="list-style-type: none"> <li>You and the casual staff are able to respond knowledgably about Experience Wellington’s goal of a zero harm culture and the critical procedures designed to promote health and safety and to prevent harm to workers and visitors e.g. what to do during and after an earthquake and evacuation procedures (measured through the Annual Staff Engagement Survey and Annual Performance Appraisal).</li> <li>Health and safety procedures are followed e.g. hazards are notified; incidents and near-misses are reported.</li> <li>There are no preventable incidents that result in harm or injury to you, other workers or visitors.</li> </ul>
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## PERSON PROFILE

### ***Skills, experience and qualities required for this role:***

- Excellent interpersonal skills and experience in working with staff at all levels.
- A proactive, can-do approach with a commitment to collaboration and team work.
- Proven experience in coordinating a small team.
- Energy and resourcefulness.
- Event delivery and management skills.
- Ability to gain and to keep the confidence of stakeholders.
- Effective written and oral communication.
- Administration and co-ordination competence (financial, communication, planning and reporting).
- Some knowledge of the arts and theatre industries, as they pertain to the Wellington market.

### ***Core Competencies – Effective performance in the following core competencies as in the Core Competencies Guide below.***

- Commitment and accountability.
- Applying professional expertise with creativity and innovation.
- Customer focus.
- Communicating effectively.
- Working together/ Teamwork.

## SALARY

Visitor Services Band 2: Negotiable between \$45,073 and \$55,678 per annum, which will be pro-rated for 30 hours per week, the set number of hours per week for this role. These are to be delivered within the business unit’s core business hours.

## CORE COMPETENCIES GUIDE

### **Commitment/ Accountability**

Effective performance includes:

- Takes responsibility for own performance and development. (Prepares, participates, sets high standards, follows through, and is receptive to feedback).

- Takes responsibility to operate within approved budget and delegated authority accurately.
- Approaches change positively.
- Effectively handles conflicting and changing priorities. Is organized and manages time well.
- Displays professionalism, integrity, honesty and commitment to the Trust's vision and goals.

### **Applying Professional Expertise**

Effective performance includes:

- Maintains currency and applies knowledge/skills/best practice/new technology/cultural and arts sector trends for the benefit of the position and the Trust.
- Shares expertise with colleagues and coaches/mentors new staff.
- Seeks appropriate professional development to enhance knowledge, skills or experience.
- Uses expertise to add value, to improve team or Trust performance and learns from mistakes.

### **Customer Focus**

Effective performance includes:

- Demonstrates commitment to internal (colleagues) and external customers (visitors and stakeholder) by actively listening and clearly identifying their needs.
- Responds promptly to their needs, goes the extra mile, keeps them informed of progress and follows up.
- Maintains helpful, courteous working relationships, even when the situation makes this difficult.
- Seeks feedback from customers and acts on it (e.g. follow up/refer on, identify and action service improvements).
- Looks for ways of making systems and processes more customer friendly.

### **Communicating Effectively**

Effective performance includes:

- Conveys information clearly and concisely in a style and/or method of delivery which best meets the needs of the people receiving the message.
- Uses language and behaves in a way that recognizes cultural uniqueness.
- Creates open channels of communication, keeping people informed about events and decisions that affect them.
- Listens actively and attentively (e.g. asks appropriate questions to obtain, understand and confirm information, checks understanding of what others are saying, and observes to perceive underlying issues and concerns).
- Establishes and builds rapport with people at all levels both inside and outside the Trust Institutions to achieve benefits for the Trust.

### **Working Together/ Teamwork**

Effective performance includes:

- Develops cooperative and supportive relationships with colleagues.
- Values, respects and consults team members and acknowledges their contribution.
- Builds enthusiasm throughout projects and encourages others to do the same.
- Participates in problem solving, discussions and communication to resolve differences and conflict.
- Maintains productive networks.
- Is accessible and approachable for colleagues.