



POSITION DESCRIPTION

Position	Front of House Supervisor
Department	Operations and Experience
Agreement	<u>Geelong Arts Centre Enterprise Agreement 2021-2024 and its successors</u>
Award classification	Live Performance Award
Remuneration	\$39.52 pa, plus 12% superannuation
Terms of engagement	Casual
Work location	Geelong Arts Centre, 50 Little Malop Street, Geelong Costa Hall, Deakin University Waterfront Campus, Geelong
Date reviewed	August 2026
Approved by	Chief Executive Officer & Creative Director

ABOUT GEELONG ARTS CENTRE

We curate, support and present a diverse range of music, theatre, comedy and dance performances, as well as important cultural and arts practice dialogue, workshops, developments, community experiences and free public activations. Our work seeks to welcome every person in our community to engage, learn and express their creativity, making art a universal experience.

Geelong Arts Centre is the cultural heartbeat of Victoria's second-largest city. Established in 1981 as a Victorian Government statutory agency, we have evolved into Australia's largest dedicated regional performing arts complex. A landmark \$140 million redevelopment, completed in August 2023, quadrupled public space, installed world-class staging, lighting and acoustic systems, and created fully accessible foyers that link the historic Ryrie Street building with a striking new Little Malop Street façade designed in consultation with Wadawurrung Traditional Owners.

The campus now comprises four distinct performance venues supported by rehearsal studios, exhibition foyers and meeting and event spaces. Additional creative spaces include purpose-built rehearsal rooms, creative workspaces, and a range of hospitality areas including *Tutti*, our in-house café and restaurant which serves both the general public enjoying the precinct and our audiences pre-show.

Geelong Arts Centre curates a year-round season that pairs national and international touring productions with locally produced work. The Centre also commissions and co-produces work with producers from across the country. Core strands span mainstage theatre, contemporary dance, classical and popular music, children's and family programming, First Nations storytelling and multidisciplinary festivals. A large number of community events perform annually including schools and community ensembles alongside commercial promoters and touring artists.

Geelong Arts Centre is supported by a strong and growing philanthropic and corporate community who champion our work for and by the community. Community engagement and lifelong learning are embedded in our *Creative Learning* program which partners with educators from kindergarten to Year 12, offering curriculum-aligned performances, artist workshops and teacher resources. *Creative Engine*, the Centre's industry development hub,

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allocates seed funding, rehearsal space, mentoring and networking to emerging artists, sustaining a vibrant regional talent pipeline.

Access programs including Auslan-interpreted shows, relaxed performances, sensory-friendly matinees and ticket subsidies ensure that people of all ages, abilities and backgrounds feel welcome.

OUR PEOPLE

We want to make Geelong Arts Centre a place where people genuinely want to work — safe, supported, motivated, and inclusive. The Centre will invest in its workforce by building skills, capability, and organisational agility, while recognising and rewarding performance. We are committed to fostering a diverse, positive, and values-led culture that prioritises wellbeing, engagement, and development. We want to ensure a strong, capable, and inspired team drives the Centre's success.

At Geelong Arts Centre, our people embody four core values that drive everything we do. We are bold in our approach, embracing the freedom to challenge boundaries and think differently. Our welcoming spirit is reflected in genuine smiles that celebrate inclusiveness and our shared passion for creativity. We stay deeply connected by proactively engaging with arts and wider communities, facilitating meaningful exchange of ideas that enrich our cultural landscape.

Working as an ensemble, we value every team member's unique contribution as we strive toward our common purpose. This collaborative spirit extends to our commitment to professional development - we invest in structured learning pathways that help our people grow their skills and advance their careers. By bringing together diverse backgrounds, perspectives and experiences, we create an environment where creativity thrives and extraordinary cultural experiences come to life. Together, we're building a vibrant hub that connects global ideas with local stories and nurtures the artistic heart of our region.

See more in our [Strategic Plan](#).

RELATIONSHIPS

Reports to	Duty Manager
Supervises	The role includes supervisory responsibilities overseeing the day-to-day prioritisation and coordination of workloads within the Experience, Front of House team.
Internal Relationships	CEO & Creative Director, Directors, People Leaders, Managers, Centre staff.
External Relationships	Contractors and consultants, community stakeholders, prospective staff.

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POSITION OVERVIEW

The Front of House Supervisor leads, motivates and empowers the Experience teams to deliver exceptional customer experiences that leave a lasting impression on every patron, client and visitor. As the operational leader during events and activities, this role drives service excellence, coordinates seamless event delivery, and provides visible, hands-on leadership to ensure staff are informed, engaged and equipped to exceed customer expectations. By fostering a culture of accountability, professionalism and hospitality, the Front of House Supervisor creates an environment where audiences feel welcomed, valued and connected from arrival through to departure.

Working at the heart of the customer experience, the Front of House Supervisor oversees the day-to-day coordination of Theatre and Front of House operations, ensuring venue, event and client requirements are executed to the highest standard. The role champions safety, inclusion and continuous improvement, acting as Area Warden during events and leading emergency responses when required to protect patrons, staff and visitors. Through strong leadership, proactive communication and operational excellence, the Front of House Supervisor enhances audience satisfaction, inspires high performance and contributes to the successful delivery and reputation of the organisation

PRIMARY RESPONSIBILITIES

People and teams

- Lead, manage and develop the team to support them in providing high quality, personalised and valued service that exceeds expectations.
- Support the Ticketing & Visitor Experience team in the delivery of exemplary internal and external customer service by performing a range of duties as required, including (but not limited to) those listed in this position description.
- Contribute to the continuous improvement and overall success of the Operations and Experience department, its services, and functions.

Operations and Team Management

- Manage and oversee all Front of House (FOH) operations including hospitality at events and functions to ensure optimal standards of safety, security and service are met.
- Liaise directly with clients, hirers, and other Geelong Arts Centre departments to clarify and execute the operational requirements for each function or event.
- Assist in the monitoring of bars and the RSA requirements, supervise and assist the bar staff in service, refilling stock and ensuring that all duties and POS settlement is completed at the end of the shift.
- Manage all casual Experience staff to ensure specific information regarding events, performances or functions is communicated effectively to those staff.
- Act in the role of Area Warden to ensure the safe evacuation of Geelong Arts Centre in the case of an emergency during event mode.
- Manage all specific resource requirements for the execution of events from an operational perspective.

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- Oversee the financial reconciliation of merchandise transactions. Ensure all FOH reporting is completed on time and to a suitable standard including Merchandise reports, Shift report, Incident reporting, Maintenance report.
- Manage the opening and closing of the venue with support from technical staff
- Close the venue at the end of each shift, ensuring there are no members of the public or staff are in the venues. Ensure that doors are locked, financials are reconciled and reports are completed.
- Working with the Manager of Café and Bars, ensure all room set ups including set up of bars, support the supervision of experience staff, liaising with staff and crew attached to functions and productions, ensuring staff are across all relevant information.

Safety

- Undertake regular Fire Warden training provided by the Centre, with responsibility for Area Warden duties in case of emergency during event mode.
- Ensure all staff, patrons and hirers observe statutory regulations within the venue, by enforcing the Responsible Service of Alcohol and Liquor Licence conditions as required.
- Administer first aid as required and undertake any relevant training. Act in accordance with the Centre's First Aid Management procedure as a First Aid Responder.
- Report any hazard, incident or activity that could be injurious to somebody who works, visits, or passes through the theatre, or could cause damage to the building

Customer Service

- This position is under the supervision of the rostered Duty Manager and is expected to make decisions and use initiative to achieve the accountabilities of this position.
- Liaise directly with clients, hirers, or other Geelong Arts Centre departments, during and pre-show, to determine the operational requirements for each function or event.
- Have a strong knowledge of Geelong Arts Centre performances, events, and venues to respond to patron queries.
- Resolve customer complaints and incidents in the first instance where possible.
- Be an active and supportive member of the FOH team.
- Ensure all FOH team members provide exceptional customer service to all clients, hirers, and patrons.

Values, Governance, Safety & Risk Management

The incumbent shall carry out their duties in accordance with legislative and governance requirements, Centre policies, procedures and practices, safety principles, code of conduct for Victorian public sector employees, and Victorian Public Sector Values.

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Commitment to Health and Safety

- All staff are responsible for the reasonable care for their own health and safety and that of other people who may be affected by their conduct.
- Geelong Arts Centre is committed to providing a workplace that protects the physical and mental health, safety and wellbeing of our people, visitors and others who work for and with us. Our leadership is critical to promoting a safety culture that is inclusive, supportive, adaptive and free from harassment, discrimination and bullying and achieves positive safety outcomes for our people. Our executive and people leaders are responsible for providing and maintaining a safe and mentally healthy workplace culture where we take care of each other through supporting and providing a work environment where safety is prioritised.

Undertake other duties or projects as reasonably requested.

SELECTION CRITERIA

Essential qualifications and experience

To be successful in this position, you will have:

- Demonstrated Front of House management experience in an event delivery environment, including large venue, cinema, major festival or entertainment environment.
- Knowledge of the Entertainment and Functions and Industries from a patron services perspective is essential.
- The ability to stay calm under pressure and provide an effective Front of House service while maintaining a relaxed and inviting environment.
- Cash handling and reconciliation skills.
- Proficiency in the use of software including but not limited to Word, Excel, SharePoint, teams.

Desirable qualifications and experience

- An understanding of relevant industry awards.
- Experience with ticketing scanning process and hardware.

Other requirements

- Flexibility in working hours to support daytime, evening, and weekend work will be required as part of this position.
- Physical agility and manual handling are intrinsic requirement of this role. This includes: arrangement of tables and chairs, clearing of crockery and glasses, restocking of bar and fridges, ability to see in low light, walking and using stairs, standing for extended periods, manual handling and some lifting.
- The following checks, licences and certifications are required for this role:
 - Current and valid Working with Children's Check (employee)

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- Responsible Service of Alcohol (RSA) Accreditation
 - Completion of HLTAID011 Provide First Aid course, or equivalent, to perform as a First Aid responder. Training will be provided by Geelong Arts Centre.
- The employee must provide evidence that they hold current certifications prior to commencing employment with Geelong Arts Centre. The employee must maintain currency of these checks, licences and certifications for the duration of their employment with Geelong Arts Centre.

CAPABILITIES

Demonstrable behaviour, skills, knowledge and abilities in the following core capabilities:

Service culture	A people first attitude; considers others' perspectives in making decisions and providing consistent quality advice and service; offers solutions and strategies that best serve the stakeholder's needs.
Analysis and problem solving	Analyses issues from diverse perspectives, draws sound inferences from information available and offers sustainable practical solutions.
Communicating with influence	Engages and energises others through confident and persuasive communication; confidently conveys ideas and information in a clear and interesting way, understands and meets the needs of target audiences (i.e. the right information to the right people), welcomes constructive feedback and sees things from others' points of view and confirms understanding.
Collaboration	Proactively supports working together, shares ideas and provides constructive feedback; respects and values others; encourages camaraderie, cohesiveness and connectedness.
Navigating complexity	Proactively and quickly makes sense of complex issues; effectively responds to difficult or ambiguous situations; making clear, well-reasoned and timely decisions that have a significant impact on the organisation.

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position. Its purpose is to provide an outline of scope and responsibilities, at a point in time. The scope of the role may be altered from time to time in accordance with changing business requirements.

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INSTRUCTIONS TO APPLICANTS

To apply for this role please use the [Careers](#) page of our website. To be considered for this opportunity, candidates must address the **Selection Criteria and Capabilities** requirements and follow the instructions on the Geelong Arts Centre website.