

POSITION DESCRIPTION

Position: Visitor Experience Supervisor – Front of House

Contract: Full time

Reports to: Head of Visitor Experience

Commencement Date: As soon as possible

POSITION PURPOSE

We have embarked on a new adventure, forming a Visitor Experience department focused on creating exceptional visitor experiences. The Visitor Experience Supervisor – Front of House, leads the smooth and effective running of the Front of House needs for the Thomas Dixon Centre, home of Queensland Ballet.

Reporting to the Head of Visitor Experience you will be the front of house specialist in the department. You will be equipped to train the team to provide exceptional experiences and ensure that front of house operations are delivered effectively and efficiently. You'll help the team to plan for events and performances and work with Venue Hire and our 3rd party food and beverage operator to maximise revenue generating opportunity across the precinct.

You will have a keen eye for detail, have a passion for consistently delivering exceptional visitor experiences and the capability to inspire and enthuse a team to deliver to your expectation. Ultimately, we're looking for a positive, pro-active, and energetic team leader that is unapologetic in delivering great visitor experiences. You should be a natural host with the ability to inspire and enthuse our teams to deliver great service, first time and every time.

KEY RESPONSIBILITIES

Visitor Experience & Front of House

- Lead and develop the Visitor Experience team through coaching, mentoring, performance management, conflict resolution and identification of training needs, to ensure optimal performance and consistent achievement of team and company objectives.
- Lead on the creation and implementation of standard operating procedures for Box Office and Front of House functions to ensure consistent standard of service.

- Recruit, train and support the Visitor Experience Officers on front of house duties for events at Thomas Dixon Centre and ensure consistent delivery of service.
- Cultivate a visitor-centric culture and philosophy for the Visitor Experience team, embedding the principles of excellent customer service every time.
- Identify and develop innovative solutions to ensure Queensland Ballet is providing a visitor experience that is welcoming, inclusive, safe and engaging.
- Work with the Bunker Barre and Café 3rd Party to ensure harmonious operations across the venue.
- Manage the day-to-day operations and communication with the contracted food & beverage party to ensure Queensland Ballet are providing opportunities to expand revenue and increase visitation.
- Ensure the performance and event briefs are updated with relevant information, including front of house information and access requirements to support cross-departmental planning and delivery.
- Undertake Front of House Manager duties for events at the Thomas Dixon Centre (shared across the Visitor Experience management and leadership team).
- Brief the operations team to ensure spaces are set up for the smooth running of events at Thomas Dixon Centre.
- Support the Experiences team in the delivery of opening night functions, donor and corporate partnership events.
- Work with Venue Hire to ensure clients needs and agreed services are delivered to a high standard.
- Work with the Head of Visitor Experience to ensure rosters are completed for front of house shifts.

Box Office and Ticketing

- Cultivate a visitor-centric culture and philosophy for the Visitor Experience team, embedding the principles of excellent customer service every time.
- Oversee the day-to-day operations of the Welcome Desk and Box Office at Thomas Dixon Centre.
- Ensure the performance and event briefs are updated with relevant information, including ticketing information and access requirements to support cross-departmental planning and delivery.

KEY CRITERIA

This is an ideal opportunity for someone to shape a new department for one of Queensland's premier performing arts companies. You will have garnered some strong venue experience to date, and excited by the opportunity to influence, shape, and lead a newly created team.

Essential:

- A minimum of 2 years' experience of managing and leading a team.
- Knowledge and understanding of venue operations from a Front of House/visitor experience perspective
- Demonstrated expertise in providing high levels of customer service, including excellent communications skills, complaint handling and sales techniques.
- Natural ability to create and build strong working relationships with internal and external stakeholders.
- Resilience and tenacity – a proactive leader who is calm under pressure and hungry for great outcomes.
- Growth mindset – open to learning and flexible in adapting within an agile work environment
- A passion for arts and/or ballet.

Desirable:

- Experience of working with fundraising and/or corporate partnership teams
- Held a visitor experience (or equivalent) position within a performing arts or cultural venue.
- Experience of using ERP/VMS systems (preferably Artifax)

This position description provides an overview of responsibilities and from time to time the post holder may be required to undertake additional responsibilities commensurate with the position to ensure the department operates successfully.

ABOUT QUEENSLAND BALLET

Queensland Ballet is a vibrant, creative company which connects people and dance across Queensland. We offer a program of world-class productions of the best classical ballets and inspired contemporary dance works. The Company engages renowned choreographers and designers from around the world and nurtures emerging local talent by presenting exciting new works in an intimate studio series. With a culture of creativity and collaboration, complemented by an active program of engagement with our communities, Queensland Ballet has become the central hub for dance in the State. Our dancers are acclaimed for the technical excellence and versatility, and our annual program

offers diversity in style, audience focus and geographic reach, with up to 100 performances in Brisbane and tours to regional Queensland.

When we open our doors, we welcome home all in our community. Our three homes form the foundations of our Artistic, Academy and Community pillars. We have designed each home with people at heart.

Thomas Dixon Centre — our headquarters and home to our artists and arts workers. The facilities at Queensland Ballet's home in Thomas Dixon Centre in Brisbane's West End allow the Company to offer a full range of training and community access programs, including public dance classes.

Queensland Ballet Academy — home to our arts students and teachers. We are committed to providing a pathway for young talent through the Queensland Ballet Academy. Queensland Ballet is dedicated to the pursuit of artistic excellence, dance education and innovative presentation of classical repertoire.

Roy and Nola Thompson Production Centre — will be home to our arts makers. With bold and confident ambitions for the future, we proudly build upon the legacy of many creative and gifted artists who have been part of the Company's rich history since 1960 as we continue to create magic and enrich lives with the development of Queensland Ballet's Production Centre.

Queensland Ballet acknowledges the traditional custodians of the land on which we work and perform. Long before we performed on this land, it played host to the dance expression of our First Peoples. We pay our respects to their Elders – past, present and emerging – and acknowledge the valuable contribution they have made and continue to make to the cultural landscape of this country. To reflect the diversity of the communities and people with whom we engage, we seek to hire a workforce that is both representative and diverse. With a focus on inclusion, accessibility, and flexibility, we are committed to supporting you in your career with Queensland Ballet.

Queensland Ballet is committed to providing an inclusive and child safe environment that is free from Workplace Harassment, Sexual Harassment and Bullying. Our robust human resources, recruitment and vetting practices are adhered to during the application and interviewing process. Certain roles may require that we carry out working with children, police records and reference checks to ensure that we are recruiting the right people.