



Application Kit

Fremantle Biennale
Front of House (FOH) Attendant

About the Fremantle Biennale

The Fremantle Biennale is a biennial festival of site-responsive contemporary art.

Our largely free program presents artworks from Australia and the world, in a festival that reveals and celebrates the cultural, social and historical distinctiveness of the Fremantle (Walyalup) region.

The Fremantle Biennale was founded in 2017 by West Australian artist Tom Müller with the City of Fremantle's former arts & culture manager, Pete Stone, and public art coordinator, Corine Van Hall, with the intention of creating a festival that expanded contemporary artistic and cultural programming within greater Fremantle (Walyalup).

The Fremantle Biennale is held every two years in the Nyoongar season of Kambarang (November). The next Fremantle Biennale, titled CROSSING 21, will take place from 5–21 November 2021.

The Fremantle Biennale takes place on the unceded lands and waters of the Whadjuk people of the Nyoongar nation. We acknowledge the Whadjuk people as the traditional owners of the greater Fremantle (Walyalup) area. We acknowledge elders past, present and emerging, and respect the living culture and heritage of all Aboriginal and Torres Strait Islander peoples.

For more information, please visit www.fremantlebiennale.com.au

About the Role

The Front of House team is central to the Fremantle Biennale festival events. The Fremantle Biennale Front of House (FOH) Attendants will bring excellent customer service and assist guests to access our venues and events across the Fremantle Biennale CROSSING 21 festival program.

We're looking for a team of confident, enthusiastic, and approachable attendants with strong interpersonal and verbal communication skills. Previous experience in a FOH or similar role

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(including knowledge of access and inclusion requirements) is an advantage, but not essential.

We are recruiting for a number of staff to fulfil the role of FOH Attendant & COVID Marshals across our events on a casual basis.

Application Process

Applications are welcome from Western Australian residents.

In your application please provide:

- A Cover Letter that addresses the experience and skills required for the role, and/or tells us why you want to work with the Fremantle Biennale (no more than one page in length)
- A current Resume with contact details for two professional referees (no more than two pages in length)
- Detail your availability between the 5 – 21 November 2021.

Applications close Monday 4 October 2021, 5pm

Please email your application to info@fremantlebiennale.com.au with “Fremantle Biennale FOH Attendant” in the subject heading before the application closing date and time.

Questions regarding the application process or position can be directed to the Fremantle Biennale Program Director, Katherine Wilkinson katherine@fremantlebiennale.com.au

Selection Process

Shortlisted applicants may be asked to take part in a in-person interview on Thursday 14 October 2021.

Contract Details

The start date for these positions is Friday 5 November 2021.

Successful applications will be required to attend a training session on Wednesday 27 October, 2 – 5pm.

Contract Period: 5 – 21 November 2021

Working Hours: Casual

Working Location: The role is based at the Fremantle Biennale festival and event locations in greater Fremantle.

Position Description

Position	Front of House (FOH) Attendant
Reports to	Front of House (FOH) Manager
Works with	Production and Site Management, Program Director

Key duties:

FOH and Customer Service

- Implement and contribute to high customer service standards across all Fremantle Biennale events and FOH operations.
- Contribute to smooth running of all FOH activities across the Fremantle Biennale locations, venues and events.
- Coordinate FOH preparations of venues prior to event opening.
- Liaise with the FOH Manager to ensure all event preparations and schedules have been met.
- Liaise with the FOH Manager to ensure that COVID-19 related requirements have been met.
- Complete FOH daily reports, as required.
- Undertake any other duties assigned by the FOH Manager, which might be deemed within the scope of the role.

People and Culture

- Foster and promote a positive, inclusive, and collaborative workplace culture
- Support the Fremantle Biennale aims and objectives.
- Contribute to a sustainable, well managed and well governed organisation
- Contribute to robust systems to support audiences and stakeholder engagements
- Contribute to internal coordinator to make best use of resources and ensure a happy and safe work environment.

Experience

- Previous Front of House experience with a festival or similar event – *not essential*
- First Aid (Current Certificates) – *not essential*

Skills

- High level interpersonal and verbal communication skills.
- Ability to liaise, interact and communicate effectively with a broad range of people and communities.
- Excellent organisational and time management skills.

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- Effective problem-solving skills.
- Ability to maintain records and reports.