

## Application Kit

Fremantle Biennale  
Front of House (FOH) Manager

### 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](http://www.fremantlebiennale.com.au)

### About the Role

The Fremantle Biennale Front of House (FOH) Manager will bring experience, expertise and organisational skills to the operations and delivery of the Fremantle Biennale CROSSING 21 festival program.

The primary purpose of the FOH Manager will be to manage and lead the Fremantle Biennale Front of House team, including FOH Attendants and Volunteers. The FOH Manager will oversee the successful delivery of all Fremantle Biennale events during our 2021 festival.

# **FREMANTLE BIENNALE**

This role sits at the heart of the Fremantle Biennale operations and would suit an experienced, energetic FOH Manager with excellent customer service skills and the ability to work in a fast-paced environment, who can work independently, and problem solve.

The successful applicant will have previous Front of House experience or similar experience working in a festival or large-scale event context, and have the ability to:

- Oversee the recruitment, contracting and training of the Front of House staff;
- Ensure a high standard of FOH and access services across all Fremantle Biennale locations and venues;
- Maintain excellent customer to audiences and stakeholders across all Fremantle Biennale events and venues;
- Lead and motivate a team of staff;
- Maintain high-level planning and reporting, including budgeting and rosters.

The Fremantle Biennale is recruiting for one Front of House Manager position.

## **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 (no more than two pages in length)
- A current Resume with contact details for two professional referees (no more than two pages in length)

**Applications close Monday 27 September 2021, 5pm**

Please email your application to [info@fremantlebiennale.com.au](mailto:info@fremantlebiennale.com.au) with “Fremantle Biennale FOH Manager” 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](mailto:katherine@fremantlebiennale.com.au).

## **Selection Process**

Shortlisted applicants may be asked to take part in an interview on the 29 – 30 September 2021. Interviews will be conducted in person or via zoom.

**Contract Details**

The start date for the position is in the week commencing 11 October 2021.

Successful applications will be required to be available for an all-staff training session on Wednesday 27 October, 2 – 5pm.

**Salary:** Full time equivalent of \$65,000 per annum plus Superannuation contributions

**Contract Period:** 11 October – 26 November 2021

**Working Hours:** Part-time (0.6 FTE 22.5 hours per week).

**Working Location:** The role is based at the Fremantle Biennale office, Victoria Hall (179 High Street, Fremantle) and other festival locations in Fremantle.

## Position Description

Position	Front of House (FOH) Manager
Reports to	Program Director
Direct Reports	Front of House Casual and Volunteers
Works with	Production and Site Management

### **Key duties:**

#### **Front of House**

- Oversee the recruitment of FOH Staff (Casuals and Volunteers).
- Plan and deliver FOH training with a focus on customer service, access and COVID-19 related requirements.
- Oversee the FOH Staff to ensure smooth running of all FOH activities across the Fremantle Biennale locations, venues, and events.
- Coordinate FOH preparations of venues prior to festival opening.
- Liaise with the Production Manager, Coordinator and Program Director to ensure all event preparations and schedules have been met.
- Liaise with the Production Manager and Program Director to ensure that all COVID-19 related requirements and legislation have been met.

#### **Customer Service**

- Implement and contribute to high customer service standards across all Fremantle Biennale events and FOH operations.

#### **Communications**

- Liaise regularly with Program Director, Production and Site Management to ensure smooth operation between event delivery and FOH.

#### **Reporting & Administration**

- Prepare and coordinate staffing rosters
- Develop and manage FOH daily reports, and other Operation Manuals, as required.
- Undertake any other duties assigned by the Program Director, which might be deemed within the scope of the role.

#### **People and Culture**

- Monitor and manage performance and timekeeping of FOH Staff and resolve any operational or performance issues that may arise.

- Foster and promote a positive, inclusive, and collaborative workplace culture for FOH Staff.
- 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 at a manager or supervisor level with a festival or similar event.
- Experience training, rostering, and coordinating staff in a customer-facing environment.
- First Aid (Current Certificates) – *not essential*

## Skills

- High level interpersonal, verbal, and written communication skills.
- Ability to liaise, interact and communicate effectively with a broad range of people and communities.
- Excellent organisational and time management skills, with ability to meet tight deadlines.
- Effective problem-solving skills.
- Excellent administrative skills and the ability to maintain records and management systems
- Proficient in Microsoft Excel, Mail, Word, Mac OSX.