

Front of House – Events Manager

This is your opportunity to work for one of Australia’s major music organisations.

We are a leader in presenting music in Sydney and around the world. We perform and tour with some of the greatest names in symphonic music, performing the most brilliant music across classical and cross-over genres. For almost 90 years, our 95 musicians and guest artists offer performances that cross genres – from the classical to working with contemporary rock and pop artists to live-to-film experiences. And because we believe in music for everyone, we work with communities and schools to get people deeply involved.

In 2020 the Sydney Symphony Orchestra will decant to the Sydney Town Hall from the Sydney Opera House for 2 years, whilst the Concert Hall is refurbished.

The role

We are offering you a **2 & ½ year contract** commencing **June- July 2019**. Remuneration will be by negotiation.

We’re looking for **Front of House- Events Manager** who will run our front-of-house operations and coordinate our customer touchpoints across our performances at **Sydney Town Hall**. You’ll also be responsible for event delivery associated with our patrons and sponsor programs.

What do you need to be successful in the role?

- Excellent interpersonal and communication skills and able to present in a way that is consistent with our brand values;
- At least 3 years venue and team management experience in a wide variety of settings with a proven track record in managing a venue and ushers and a working knowledge of event staging and operations;
- A deep knowledge of front-of-house management planning and team training and experience in coordinating customer-facing services including box-office, ticketing and food and beverage services;
- Experience in collaborating with multiple stakeholders with a balance of empathy and objectivity that provides positive results for all our stakeholders;
- A service orientation and an ability to anticipate and solve issues, problems or conflicts quickly;
- Strong project management and budgeting skills and the ability to manage multiple projects simultaneously;
- Acute attention to detail and high proficiency in Microsoft Office software;
- A passion for cultural activities, particularly live music;
- Highest possible ethical standards in all respects of your professional life; and
- A valid Driver License for NSW.

Key responsibilities

- Set a vision for customer and sponsor service at the Sydney Town Hall, our primary performance venue;
- Hire, train and mentor a Sydney Symphony team of ushers; creating training and management programs;
- Implement a training system that responds to legislative and WHS requirements and provision of high-quality information to customers – including product knowledge;
- Assist in the development and ongoing management of a signage and wayfinding system in the Sydney Town Hall;
- Work with catering teams to ensure event orders are in place and act as a contact for F&B and event delivery within our venues;
- Collaborate with departments across the company to ensure that information and services are readily available to customers pre; during and post-concert;
- Provide feedback around venue improvements and establish formal customer feedback loops; and
- Work with the marketing team to establish a program of patron benefits created with retail partners in the areas around the Sydney Town Hall.

Please Note

- The role is subject to you passing a working with children check and a police check.

How to apply?

- Provide us with a **full covering letter and CV**
- Apply directly to recruitment@sydneysymphony.com
(please do not use other application links)
- **Applications close Midnight Sunday 23 June 2019**