



PERTH INSTITUTE OF CONTEMPORARY ARTS

POSITION DESCRIPTION – FRONT OF HOUSE MANAGER

ABOUT PICA

The Perth Institute of Contemporary Arts (PICA) is one of Australia's leading centres for the development and presentation of contemporary art.

Housed in a large and striking heritage building in the heart of Perth, Western Australia, PICA is the city's focal point for those wishing to experience the best of Australian and international visual, performing and cross-disciplinary art.

PICA is both a producing and presenting institution that runs a year round program of changing exhibitions, seasons in contemporary dance, theatre and music, live art events and a range of interdisciplinary projects.

PICA's key aim is to promote, support and present contemporary arts and to stimulate critical discussion around the arts and broad cultural issues. Providing a site for experimentation, critical analysis, discussion and debate is fundamental to its charter. PICA is known for the rigour and breadth of its artistic and education programs, high production standards and impeccable presentation. In many aspects of its operations, PICA might be understood as an incubator: providing resources, mentoring and support for both emerging and mature artists whilst promoting new and emerging ideas, forms and practices to the broader community.

ABOUT THE ROLE

Reports to: Business Manager
Position type: Full Time, Fixed Term

ROLE STATEMENT

The Front of House Manager is a key member of PICA's team, and is responsible for the daily operations of the gallery and performance spaces (including staffing, security, health and safety, attendance, enquiries and ticketing), ensuring that visitors, audience members and clients have a safe and enjoyable experience.

KEY RESPONSIBILITIES

AUDIENCE & CUSTOMER SERVICE

- Manage PICA's public gallery and performance entry area and provide friendly, informative and responsive customer service to PICA's audiences and visitors.
- Process face-to-face and online ticket and retail purchases.
- Ensure that PICA's program and visitor materials are current and accessible.
- Act as a primary point of contact for PICA's artists and volunteers

- Receive visitors and tradespersons and ensure that they are correctly directed to their appointments with staff and in the case of tradespersons, ensure appropriate record keeping regarding the activity.
- Follow emergency and Occupational Health and Safety procedures at all times and when necessary undertake first response actions to ensure public and staff safety, including performing the Fire Warden role, providing First Aid services and responsibly contacting emergency services.

GALLERY & PERFORMANCE SPACE OPERATIONS

- Open and close the PICA building and exhibitions each day, including turning on and off of lighting, audio visual equipment etc
- As directed, operate lighting and audio-visual equipment for exhibitions in PICA's galleries
- Ensure PICA's foyer, Reading Room, thoroughfare areas and bathrooms are clean, safe and welcoming environments
- Report on changes to the condition of exhibited art works and all public spaces to relevant staff in a timely manner and responding responsibly and actively to incidents
- Oversee access to the PICA Performance Space
- Oversee attendance to Education and Public Program activities including tours and workshops
- Ensure that building security is maintained at all times.

STAFF MANAGEMENT

- Foster a collaborative, dedicated and positive working environment for casual staff by leading by example and mentoring casual staff to adopt an exemplary and responsive approach to working with PICA's visitors.
- Recruit, train and manage Gallery Attendants, Gallery Supervisors, Box Office Managers and Ushers
- Work with the Business Manager, Exhibitions Manager, Producer and Events Coordinator to prepare, communicate and manage the casual staff roster to support PICA's program and events
- Deliver building inductions as required
- Process casual staff timesheets

ADMINISTRATION

- Prepare and supply daily financial reconciliations
- Prepare and supply attendance, audience survey, and incident reports as required
- Manage PICA's Art Addicts program
- Work with the Business Manager to devise and implement strategies and initiatives to improve and develop Front of House operations and activities
- Develop and maintain Front of House procedure manuals and training programs
- Carry out banking and mail activities for the organisation
- Work with the Business Manager to maintain administration supplies
- Maintain lost property records
- Maintain accurate details in PICA's database
- Other administrative duties as directed

OTHER

The Front of House Manager will also be expected to be an active member of PICA's Occupational Safety and Health committee, and take on the role of Fire Warden.

APPLICANT CRITERIA

THE SUCCESSFUL APPLICANT WILL:

- Have a passion for the arts
- Have the ability to deal calmly with a wide range of people with tact, discretion and care
- Demonstrate an ability to motivate and lead a team of casual workers
- Have a can do, no blame attitude
- Be audience and stakeholder focused
- Be engaged, reliable and enthusiastic with outstanding communication skills
- Have experience in a customer service environment
- Meet, set and exceed standards that help streamline work practices and approaches
- Possess or be willing to obtain a current First Aid Certificate and a Working With Children Check

TO APPLY

Applicants are required to submit a CV (max. 2 pages) and a Cover Letter (max. 2 pages) responding to the responsibilities and criteria.