



POSITION DESCRIPTION

POSITION TITLE:	Front of House Manager
REPORTING TO:	Business Manager
LOCATION:	Perth Institute of Contemporary Arts (PICA) 51 James Street: Perth Cultural Centre, Northbridge, WA Postal: GPO Box P1221, Perth, WA 6844

1 PICA BACKGROUND

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.

PICA is funded by both state and federal governments through: the Department of Culture and the Arts, the Visual Arts Board of the Australia Council and through the State, Territory and Commonwealth Governments' Visual Arts Craft Strategy. It also continues to enjoy increasing support from the private and corporate sectors.

PICA inhabits a lively local and national network of intersecting interests and its relationship with other arts organisations, companies and institutions is cooperative and collaborative in nature. PICA is committed to providing high levels of support to artists, excellence in arts programming, high production standards and innovative means by which audiences can access and engage with contemporary art.

2 POSITION SUMMARY

The Front of House Manager is the initial point of contact between PICA and its audiences, visitors and others actively connected with its Artistic Program, notably artists and companies. This person is also responsible for the effective supervision of casual gallery and performance staff, operation of ticketing services and sales and overall ensuring a superior customer service interface between PICA and its audiences.

3 KEY OBJECTIVES

Audiences & Customer Service

Provide friendly, informative and responsive customer service to PICA's audiences

Staff Management

Take an active leadership role in the management of casual staff

Administration

Provide administrative services and support across reception, ticketing/sales and exhibition operation

4 PRINCIPLE DUTIES

Audiences & Customer Service

- Managing the reception area during public opening hours
- Correctly receive and disseminate messages and information to relevant personnel
- Competently operate the telephone switchboard
- Monitor and respond to content sent to the *info@pica.org.au* email each day in a timely and professional manner
- Oversee the daily operation of PICA's public spaces, including opening and closing the PICA building each day and operating lighting and audio-visual equipment for exhibitions in PICA's galleries
- Efficiently operate PICA's box office system and point of sales systems for the sale of all tickets and merchandise
- Liaise with PICA's Education Program Curator regarding school tours, bookings, workshops and public education activities and workshops.
- Receive visitors and tradespersons at reception and ensure that they are correctly directed to their appointments with staff
- 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
- Ensure that building security is maintained at all times and especially at the end of each day when closing the building
- Contact audiences with relevant information in preparation for and evaluation of events, as directed by PICA staff

Staff Management

- Take an active leadership role in the management of casual staff and their provision of superior customer service across the roles of Gallery Attendant, Gallery Supervisor, Box Office Manager and Usher
 - Manage the casual staff roster by providing clear and timely communication with permanent staff and casual staff
 - Liaise with PICA's Curator, Producer, Exhibitions Coordinator, Education Program Curator and other staff to document and compile staff working procedures, operation manuals and briefing notes on exhibitions, performances, education activities, events and other related programming activities
 - Organise and attend casual staff meetings prior to exhibitions and performance seasons, for the purpose of training and briefing casual staff to competently deliver PICA's program to audiences.
 - Receive information and direction from PICA's Production Manager and Exhibitions Coordinator to effectively brief and induct volunteers, casual staff and studio residents upon PICA's working and building policies.
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Administration

- Carry out banking activities as appropriate, notably all daily cash and EFTPOS FOH transactions
- Attend and take accurate notes at weekly staff meetings
- Maintain accurate and current attendance figures
- Update audience records and information as directed by staff
- Attend PICA functions (including exhibition and performance openings) and host where appropriate
- Other administrative duties as directed

5 KEY WORKING RELATIONSHIPS

Internal

Executive Director
Business Manager
Communications Manager
Curator
Exhibitions Coordinator
Education Program Curator
Philanthropy Manager
Production Manager
Marketing and Events Coordinator
Gallery & Performance Staff
Volunteers

External

General Public
Artists, Performers & Companies
Schools & Students
Arts Industry Professionals
Government Representatives
Donors & Sponsors
Venue Hirers
Tradespeople and contractors
PICA Bar Staff

6 SELECTION CRITERIA

Essential:

- Tertiary qualifications in Marketing, Arts or Communications
- Superior customer service skills
- Experience in using point of sales systems and ticketing systems
- Leadership skills and ability to manage staff
- Excellent interpersonal skills, a welcoming personality and positive attitude
- Strong planning and organization skills
- Excellent written and verbal communication skills
- Capacity to be agile and responsive to situations as they arise
- Ability to multi-task and thrive within a busy work environment
- Desire to work as part of a small, committed team
- Current Driver's License

Desirable:

- A knowledge of and interest in contemporary arts practice
 - Seeks a career in the arts
 - Experience in using databases
 - Working with Children Check, RSA
 - Understanding of Microsoft Office (Word and Excel), SABO ticketing system, Filemaker Pro
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7 EMPLOYMENT CONDITIONS

- Status: Full-time employment (1.0)
- Salary: \$45,000 p.a.
- 12-month renewable contract (subject to performance and 3-month probation period)
- Annual Leave: 20 working days p.a
- Personal Leave: 10 working days p.a.
- Superannuation at the Government rate (currently 9.5%)
- Standard Hours: 7.5 hour working day | Monday – Friday | 9:15am – 5:15pm
- Overtime: To conform to work outside of standard hours that may arise from time to time and to receive remuneration in the form of time off in lieu (TOIL).
- Start Date: February 2016

8 APPLICATION PROCEDURE

How to apply

Applicants should submit a CV (max. 2 pages) and 1 page cover letter both in PDF form addressing the selection criteria and the following areas where appropriate:

Interest in contemporary arts

- What is your most meaningful arts experience?
- How are you passionate about the arts?
- What would working at PICA mean to you?

Previous experience with customer service

- What experience have you had with customer service, citing examples of your problem solving abilities and capacity to effectively improve operations?
- How does your personality and communication skills enhance this role?
- What other skills and outlook can you bring to this role?

Administrative experience

- What current operational skills do you have regarding systems, software, ticketing, point of sales, databases; notably Microsoft Office (Word and Excel)
- Do you have a Driver's License, RSA and Working with Children Check?

Leadership and Personal skills

- How do you work within a team environment?
- What leadership skills can you bring to managing a team of casual staff?
- Are you an organized, punctual, reliable worker, how so?
- Are you able to work within a busy environment and respond to situations strategically and in a timely manner?

Applications close **Monday 18 January, midday WST** and can be submitted to: communications@pica.org.au

Applicants will be notified on the status of their application by **Friday 22 January 2016**.
