

## POSITION DESCRIPTION

# Platinum Club Host

*As COVID-19 restrictions continue to ease, Opera Australia is close to finalising its return to the stage in early 2021. As these plans are finalised a range of project announcements will be made in the coming weeks. This positive development will allow OA to provide work for arts industry workers across these projects.*

*OA is seeking expressions of interest from experienced live performance industry professionals to fill a range of temporary project roles across theatre and outdoor events over the coming months. The terms and conditions of employment for these roles, including pay rate will be in accordance with the applicable industrial instrument. If the industrial instrument is replaced, the terms and conditions of employment may change. We are currently negotiating for a new enterprise agreement and will advise updated if a new agreement is approved.*

**Position Title:** Platinum Club Host

**Unit:** Production

**Reporting to:** Front of House Manager

**Location:** Based at The Seasonal Site/Venue, Sydney, but may be required to work and/or be based at other company work locations, as required.

**Opera Australia's Vision** is to enrich Australia's cultural life with exceptional opera and musical theatre.

### Job Purpose

- The Platinum Club Host is responsible for supporting the Front of House Manager with Front of House requirements for the season and maintaining high operational standards, with focused concern on excellent customer service and the audience experience.

### Key Accountabilities

Major Responsibilities	Accountabilities	% total job
1. Platinum Club Customer Service Experience	<ul style="list-style-type: none"> <li>Ensure a very high level of customer service which provides an exceptional customer experience for all Platinum Club guests, including high-profile VIP's.</li> <li>Greet all patrons as they arrive at the restaurant for their booking and liaise with the Catering Supervisor to ensure guests are seated.</li> <li>Advise on and sell dining packages to patrons who have not pre-purchased tickets.</li> </ul>	50%
2. Site & Venue Operations	<ul style="list-style-type: none"> <li>Liaise with the Site &amp; Venue Operations team regarding maintenance; such as venue lighting and music levels and cleanliness of facilities.</li> <li>Record guest numbers and reconcile with Catering Supervisor at the conclusion of each night, and provide settled numbers to the Front of House Manager. Submit nightly reports to the Front of House Manager.</li> </ul>	50%

	<ul style="list-style-type: none"> <li>Act as a Fire Warden in the event of an emergency (training will be provided).</li> </ul>	
3. WHS & Compliance	<ul style="list-style-type: none"> <li>Attend production and staff meetings and implement requests from these meetings as directed.</li> <li>Follow all Work Health and Safety policies and guidelines, including but not limited to:               <ul style="list-style-type: none"> <li>Use equipment in the recommended manner and using safety and personal protective equipment as provided.</li> <li>Promote the health and safety of the venue and patrons including reporting hazards, near misses, unsafe work practices and incidents to the Head of Department in the first instance, and if not sufficiently addressed then to the Senior Site and Technical Manager.</li> <li>Adhere to safety solutions provided.</li> <li>Participate and contribute to discussions on safety implementations as they arise.</li> <li>Ensure incidents are promptly reported in line with the approved incident reporting procedures.</li> </ul> </li> <li>Undertake any other duties as required, which are within the limits of the employee's skill, competence and training.</li> </ul>	Continual
4. Health and Safety	<ul style="list-style-type: none"> <li>Taking reasonable care of your own health and safety and that of others;</li> <li>Ensuring that your acts or omissions do not adversely affect others; and</li> <li>Complying with OA SAFE and any reasonable instructions, policies and procedure given by OA, to enable OA to comply with WHS laws and maintain a safe working environment.</li> </ul>	Continual
All Opera Australia employees are expected to act and advocate for the highest levels of ethical standards and integrity including compliance with Opera Australia policy and relevant legislation.		

### Key Selection Criteria

Knowledge and Experience	R	P
Experience in providing high levels of customer service, preferably to clientele including high-profile VIP's, for a minimum of 2 years.	X	
Excellent organisation and communication skills, written and verbal.	X	
Demonstrated ability to work with creative and technical personnel, and performers.	X	
Ability to work under pressure, using tact, diplomacy and flexibility.	X	

Knowledge and understanding of safe work practices.	X	
A flexible attitude to duties/responsibilities and working hours including weekends and nights	X	
Experience in front of house roles for large-scale indoor and/or outdoor events, festivals or theatre with allocated seating.		X
<b>Technical / Specialist Competencies</b>	<b>R</b>	<b>P</b>
Current Senior First Aid.		X
<b>Behavioural Competencies (select up to 4 competencies)</b>	<b>Level</b>	
Problem solving and judgment	High	
Interpersonal and relationship management	High	
Self-motivation and initiative	High	
Verbal and written communication	High	

### Working Relationships

<b>Key internal stakeholders</b>
Front of House Manager, Assistant Front of House Manager, Associate Producer, Executive Producer, Site & Venue Operations Coordinator
<b>Key external stakeholders</b>
FOH Staff, F&B Staff, Venue.

**Important note:** This job description serves as a guide to the scope and range of activities that may be required of the incumbent and may change at any time according to the needs and priorities of Opera Australia.

### To be completed by Human Resources

Remuneration Level			
Role ID		Date Approved	
Industrial instrument and Grade			