

## POSITION DESCRIPTION

**POSITION HOLDER:** Front of House Manager

**RESPONSIBLE TO:** Visitor Services Manager

**EMPLOYED FOR:** Shifts as rostered/Casual Contract

## INTRODUCTION

Whirinaki Whare Taonga is a vibrant arts Centre which offers art, culture, history and events.

Whirinaki Whare Taonga is owned by the Upper Hutt City Council. It is leased to and operated under contract by a not-for-profit Council Controlled Organisation, the Whirinaki Whare Taonga Trust. The Trust aims to build social cohesion and improve citizen well-being through engaging, enriching, inspiring, and connecting people with arts, culture, and events in the Upper Hutt community.

This is achieved by providing arts, cultural and event opportunities, and learning for the people in Upper Hutt and beyond, being an integral part of the Upper Hutt Community, attracting diverse audiences, bringing to life art, culture, heritage, and recreation, and promoting the utilisation of the Centre, providing stewardship, education, and promotion of the Pumpkin Cottage Collection and celebrating and showcasing our local Upper Hutt stories across all cultures.

Whirinaki includes:

- A 210-seat theatrical performance venue – Gillies Group Theatre. The theatre hosts live theatre, comedy, film, dance and music with a dynamic programme ranging from circus acts to classical music, multicultural concerts to ballet showcases and international film.
- The public art gallery for the city - five galleries have a constantly changing programme of exhibitions ranging from the very best New Zealand and international art to local arts and craft and historical exhibitions. The Mitre 10 MEGA Create Gallery has a special focus on interactive experiences and family friendly activities. Whirinaki Whare Taonga tours some of its exhibitions to other venues around New Zealand and is also the home of the Pumpkin Cottage Paintings Collection, a permanent art collection for the city.
- The civic hall event and recreation venue – the Professionals Recreation Hall. The Recreation Hall hosts a wide range of sporting and cultural events as well as conferences, public meetings and weddings etc

## PURPOSE:

Our Front of House team are the welcoming face of Whirinaki to our visitors, ticket holders and hirers of the Centre. The focus of the role is providing excellent customer service, welcoming visitors and hirers, and being the primary on-the-day point of contact on event days at Whirinaki, overseeing the event.

Duties may also include general reception duties when required.

## **RESPONSIBILITIES:**

### **Events and functions**

- Be the primary on-the-day point of contact on event days at Whirinaki, overseeing the event and providing excellent customer service for clients, hirers and event organisers, ensuring the smooth operation of public spaces and events
- Implement the pre-arranged details of various events, ensuring spaces are set up and presented to a high standard in line with event requirements
- Work closely with other staff to enable the smooth and professional functioning of events
- Assist in the coordination of the set up and de-rig of events, providing necessary equipment, furniture etc. After use check equipment and furniture is returned to storage.
- Handle technical equipment and ensure best practice when setting equipment up and packing away
- In the Theatre oversee audience arrival, ticketing, ushering, seating, interval management, and event close-down. Be available for cashiering (selling tickets) or collecting tickets on show nights
- Lead the evacuation of events in an emergency
- With events where alcohol is served, liaise with security and the appointed Duty Manager/alcohol license holder to ensure they comply with the Sale and Supply of Alcohol Act 2012 and that any observed breaches of responsible service requirements are managed.
- Other ad hoc duties as and when required by the Visitor Services Manager
- Be available to work late nights/early mornings for functions when required

### **Ensure a Safe Working Environment is maintained**

- Manage crowd safety, emergency procedures, and incident response during events
- Conduct event briefings and debriefings as required
- Provide first aid in an emergency (training will be provided)
- Comply with the Health & Safety at Work Act 2015 and our health & safety policies and procedures
- Identify and report hazards to the Visitor Services Manager, and recommend actions in order to eliminate, isolate or minimise them. Maintain a safe working area, ensuring visitors are not exposed to unnecessary risks
- Utilise operational safety procedures consistent with the Health and Safety in Employment Act, and comply with safe operating practices
- Participate in corporate emergency and civil defence planning, training and operations under the direction of the Operations Manager

### **Customer service**

- Welcome and greet everyone entering the Centre, providing assistance as required and ensuring every visitor's experience is informative and enjoyable
- Engage and interact with visitors, serving visitors and hirers in a polite and friendly manner
- Ensure accessibility, cultural responsiveness, and manaakitanga are reflected in all FOH interactions
- Answer queries regarding theatre shows, exhibitions and events either by phone or in person
- Remain up to date and current in knowledge of exhibitions and operations and promote events and exhibits at Whirinaki Whare Taonga
- When required undertake preparation for banking including reconciliation of gallery sales, account payment and ticket sales to point of sale and accept payments from customers.

## **Administration duties**

- Administrative support for the Centre as required
- Assist with marketing duties such as handing out flyers and online pages as requested
- Filing correspondence and maintaining records
- Maintenance of Centre statistics ensuring reconciliation of usage statistics
- Tidy the galleries, walk the exhibitions, reporting any artwork or exhibition incidences
- Clean checks at start of shift/maintaining cleanliness and if required spot cleaning/sweeping floors/cleaning bathrooms, galleries, foyer area and recreation Hall

## **PERSON SPECIFICATION:**

- Delivers excellent customer service to internal and external customers
- Has experience with on-site management of large events and/or hospitality/security
- Experience of museums, art galleries or relevant contexts
- Has an interest and/or experience in visual and performing arts
- Experience in retail point of sale and cash handling
- Makes decisions, responds to needs as they arise and provides options to meet hirers' expectations
- Takes ownership to resolve problems and follows through
- Works with internal and external customers in ways that positively grow our reputation.
- Works well with others

# 2025 STRATEGIC FRAMEWORK

## PURPOSE STATEMENT

**(this is why we are here)**

To build community belonging and wellbeing through engaging, enriching, inspiring and connecting people with art, culture and events in the Upper Hutt community.

## OBJECTIVES OF THE TRUST

**(this is what we do)**

1. To provide arts, cultural and event opportunities, and learning for the people in Upper Hutt and beyond
2. To be a relevant part of the Upper Hutt Community, attracting diverse audiences
3. To bring to life art, culture, heritage, and recreation, and promote the utilisation of Whirinaki and its programmes
4. To provide stewardship, education, and promotion of the Pumpkin Cottage Collection
5. To celebrate and showcase our local Upper Hutt stories across all cultures
6. To educate our community through curricula enrichment

## GUIDING PRINCIPLES

**(this is what guides what we do and our decisions)**

1. Accessible: we will meet the needs of the community by being accessible
2. Quality: everything we do will be of a professional standard
3. Inclusive: we will reflect our diverse and multicultural community with a popular, engaging, and inclusive programme
4. Inspiring: our exhibitions and events will challenge us and our audiences
5. Te Ao Māori: we will embrace the principles of the Te Tiriti o Waitangi
6. Sustainable: we will consider the environment and economic and social climate in our operations

## OUR VALUES

**(this is how we do what we do)**

1. Creative: we will be inspiring, passionate, and nurture creativity
2. Welcoming: we will be customer centered within our team and with those we work with
3. Innovative: we will be clever and resourceful, with a can do, positive attitude
4. Adaptive: we will work with each other and with the community with openness and flexibility
5. Responsible: we will be stewards of this great asset and run a financially stable organisation for future generations
6. Kind: we will look after each other and provide a safe physical and digital environment

 **Whirinaki Whare Taonga**

ARTS | CULTURE | EVENTS

