



BATS THEATRE LIMITED

Front of House Manager

Matawhānui / Vision

Live art lighting-up lives.

Whakatakanga / Mission

To create safe spaces for artists and audiences to expand possibilities.

Whai tikanga / Values to pursue the right way

Iwi

People

We value our people and the unique cultural identity and history of Wellington and Aotearoa. We seek to decolonise spaces and remove the barriers to success through working openly together.

Whanaungatanga

Working together

We aim to strengthen and diversify our community as we co-create a future together. Through recognising the individual we build positive shared experiences that place belonging and identity at the heart of our work. We seek new partnerships that push out the boundaries of possibilities and forge ongoing relationships.

Tangongitanga

Innovation

We provide a platform for emerging and experienced practitioners to develop artistic risk-taking, experimentation and explore the potential of live art. BATS champions the expression of creativity, in all its diversity, through performance that challenges and rewards.

Kauneke

Development

Through active listening we regularly refresh our approach to providing a home and infrastructure that facilitates the growth of new work. We provide development opportunities by working from a space of hauora and exploring the value of art in society.

Manaakitanga

Care and respect

We are trusted, welcoming and accessible, operating sustainable business practises that ensure the affordability of performance for practitioners and audiences.

POSITION DESCRIPTION

BATS Front of House Manager

ROLE PURPOSE

The Front of House Manager represents the face and voice of BATS to the general public and BATS practitioners. They maintain the public image of BATS, manage all Box Office systems and together with support from the Bar Manager, manage the Front of House Assistants and Volunteer teams.

ROLE FOCUS

The Front of House Manager ensures the smooth running of the BATS public spaces before, during and after shows. It is their responsibility, along with the other BATS staff, to provide a welcoming and safe environment.

The Front of House Manager oversees cash handling, security and ensuring the safety of patrons at the venue.

The Front of House Manager is responsible for rostering, training and supporting the Front of House Team and Volunteer ushers.

Customer service is essential to the Front of House Manager's role, which involves supporting BATS Theatre practitioners, problem solving, finding solutions to ticketing issues and managing complaints and refunds.

The Front of House Manager has financial responsibilities, maintaining the Box Office ticketing system and ensuring robust processes are in place. They are responsible for compiling end of season reconciliation information and together with support from the Operations Manager, ensure artists and hirers receive their payouts in a timely manner.

KEY TASKS

Box Office Management

- Oversees maintenance of patron database and ticketing system
- Managing show cancellations and refunds
- Show ticket builds
- Ensure BATS remains compliant with all relevant privacy regulations
- Managing customer inquiries and complaints
- End of Season reconciliation and reporting

Staff Management

- Procurement and induction of FOH staff, as required
- Training FOH staff to ensure staff are confident in BATS systems
- Rostering with support from the Bar Manager
- Keeping FOH staff informed about upcoming shows and schedule changes

Theatrical Practitioner Liaison

- Managing incoming communications with Artists about upcoming performances and festivals
- Ongoing communication with artists working in the building
- Providing a warm and friendly environment for Artists and Hirers while at BATS
- Support the Operations manager in organising and administering Artist feedback forms
- Support the Operations Manager in returning financial reports to Artists and Hirers in a timely manner

Volunteer Management

- Overseeing volunteer training and recruitment
- Working to improve volunteer experience within BATS
- Liaising with Volunteering NZ to ensure up-to-date training standards and best-practice

Health and Safety

The Technical and Facilities Manager is primarily responsible for managing Health and Safety in the organisation. However, the BATS Front of House Manager will ensure:

- Health and Safety practices are continuously improved and maintained
- All incidents are sufficiently investigated
- All staff follow health and safety policies and practices

Maintaining BATS Public Areas

- Maintain a clean and tidy workspace for BATS and our guests.
- Responsible for ensuring that all public areas are clean and presentable on a daily basis, and that displays are current. This involves ensuring daily cleaning duties are completed and ongoing maintenance and upgrade requirements are communicated to the Technical and Facilities Manager.

Whakawhanaungatanga and Manaakitanga

- Creating a warm and welcoming space
- Attending BATS Mihi Whakatau for incoming Artists
- Creating an inclusive and inviting environment for a diverse range of patrons to attend BATS

Additional Duties

- Maintenance of a tidy and efficient office/theatre environment
- Ensuring Opening Nights hum with excitement
- General cleaning and putting out rubbish/recycling
- Being helpful and friendly face to the public
- All reasonable and lawful instructions of the employer

STANDARDS AND VALUES

It is expected that the Front of House Manager will work to uphold the values of BATS, as outlined in the BATS Strategic Plan. This includes upholding manaakitanga and building community resilience through social connectedness.

REPORTING

The Front of House Manager reports directly to the Operations Manager, though all staff are accountable to the Chief Executive.

The Front of House Manager reports through:

- Regular meetings with the Operations Manager
- Weekly staff meetings
- Organising and leading regular Front of House team meetings

Direct Reports

- BATS FOH Team Members
- BATS Volunteer Usher Team

Internal Relationships:

- BATS staff
- BATS volunteers

External Relationships:

- BATS Audience and Patrons
- PatronBase System Administrators
- BATS Theatre Community Members
- BATS Performing Artists
- Venue hirers
- Other theatres and arts organisations
- The arts industry in general

BATS Strategic Pou

Artists	To develop, support and champion practitioners across all the cycles (BATS Cycles) of their careers from emerging practitioners, to those touring or moving to larger venues, and those returning to BATS to experiment.
Audiences	To grow our relationship with audiences and build community resilience through social connectedness.
Industry	To be visible, recognised as a sector leader and valued locally and nationally.
Home	To provide an ambitious, well-resourced and fully functional hub for live art.