

FRONT OF HOUSE STAFF – POSITION DESCRIPTION

About Us

Queensland's premier arts festival, Brisbane Festival heralds the promise of play and celebration as it lights up the city each September in a blaze of colour.

We create extraordinary art and take up residence throughout the river city, atop iconic landmarks and deep into the suburbs. We host captivating live performances and installations from home and across the world. Our Festival reflects the diverse communities that give Brisbane its unique voice. We invite audiences to Be Bold with us, to expect art unexpected with open hearts and minds; to be entertained, inspired, and amazed.

Brisbane Festival acknowledges this country's First Nations people and with their leadership and guidance, we celebrate that deep cultural legacy. We create a rich multi-arts program made by and with our local Aboriginal and Torres Strait Islander communities.

Our artists, people and partners are ambitious and agile dreamers who make the impossible possible through passion, hard work, and care.

Position Summary

This is an opportunity to provide a stellar customer service to all our visitors across our diverse program of events including the Festival Village South Bank, The Magic Mirrors Spiegeltent and Brisbane Serenades program. A range of shift times will be available from sunrise through to evening. Ideal candidates would be available for a minimum of three shifts per week including weekends and available to attend a training and induction shift in the afternoon of Monday 31 August. Positions available for the duration of September.

Reporting

Reports to: Front of House and Venue Manager

Communication

In respect to internal and external relations, Front of House Staff will:

- Report to the Front of House and Venue Manager.
- Liaise with Producers and Technical Staff to carry out the role.

Roles and Responsibilities

Front of House Staff

- Provide a high standard of customer service and act as a welcoming first point of contact for patrons attending festival performances and events.
- Assist with the setup and presentation of performance venues prior to event commencement and maintain front of house areas throughout operations.

- Support patron entry, seating, wayfinding, accessibility requirements, and general audience management as directed.
- Sell festival merchandise and assist with point-of-sale transactions as required.
- Perform venue warden and emergency response duties as required and in accordance with festival procedures.
- Maintain venue cleanliness and presentation to ensure a safe, professional, and welcoming environment for patrons.
- Collect attendance data and assist with performance reporting requirements as directed by festival management.

Front of House Supervisors

- Oversee the day-to-day operation of front of house activities, ensuring a high standard of customer service and patron experience across festival venues.
- Provide leadership, direction, and support to Front of House Staff before, during, and after performances and events.
- Coordinate venue setup, audience entry, seating, and exit procedures to ensure safe and efficient venue operations.
- Manage patron enquiries, complaints, and operational issues, escalating matters to the Front of House and Venue Manager where required.
- Support the delivery of merchandise sales, audience services, and venue presentation standards.
- Coordinate venue warden responsibilities and assist in the implementation of emergency procedures and incident response protocols.
- Work under the direction of the Front of House and Venue Manager to deliver front of house operations in accordance with festival schedules, venue requirements, and operational priorities.
- Oversee attendance data collection and reporting processes and maintain clear communication with venue staff, festival management, and operational teams.

All Staff – Workplace Health and Safety (WHS) Responsibilities

- Comply with all Workplace Health and Safety (WHS) requirements, policies, procedures, and reasonable directions issued by festival management.
- Take reasonable care for their own health and safety and that of fellow staff, contractors, artists, volunteers, and festival patrons.
- Identify, report, and where appropriate address hazards, risks, incidents, near misses, and unsafe work practices in a timely manner.
- Use equipment, materials, and work areas safely and in accordance with training, operational procedures, and manufacturer guidelines.
- Participate in festival inductions, safety briefings, emergency procedures, and incident response processes as required.
- Maintain a clean, safe, and organised work environment throughout all festival operations, including setup and pack-down activities.

Relevant Experience

About You

You are an experienced event worker with skills in front of house and customer service. You thrive when working in a fast-paced environment and bring a positive attitude to work. You also pay close attention to detail and are a natural problem-solver.

If you are a team player with in-built initiative, we would love to hear from you.

How To Apply

Please apply via our [online application form](#) only.

Please provide your CV including at least two referees. Applicants will be contacted directly by a member of the Brisbane Festival team should we wish to progress their application.

Research shows that while men apply to jobs when they meet an average of 60% of the criteria, women and other marginalised folks tend to only apply when they check every box. So, if you think you have what it takes, but don't necessarily meet every single point above, please still get in touch. We would love to have a chat and see if you could be a great fit.

Brisbane Festival is an equal opportunity employer committed to diversity in the workplace. Our vision is to have a team which reflects the breadth and diversity of Brisbane's population. Aboriginal and Torres Strait Islander People, LGBTQIA+, culturally and linguistically diverse applicants and people with a disability are encouraged to apply.

Privacy

The following is extracted from our Privacy Policy. If you wish to view the entire policy, please request a copy via the email address above.

1.3. Information for job applicants (including volunteers)

1.3.1. Collection of your personal information

If you are applying for a job with us, you may be required to provide us with certain personal information, including your:

Name; Residential address; Postal address; Telephone numbers; Email address; Employment history; Educational background.

in person, over the telephone, by fax or email, as part of, or in relation to, your job application.

In considering your information, we may also collect information about you from the referees you nominate in your application.

1.3.2. Use of your personal information

We will only use your personal information for the purposes of considering your application and, if successful, your employment.

1.3.3. Disclosure of personal information

BRISBANE FESTIVAL

In considering your application, it may be necessary for us to disclose some of your personal information to third parties to verify the accuracy of that information. We will disclose only such information as is necessary in the circumstances.

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Brisbane Festival's vision for reconciliation and healing is to meaningfully engage with Aboriginal and Torres Strait Islander artists and communities in ways that acknowledge shared histories and look to the future, and embrace, grow respect for and celebrate the cultures of our First People.



Brisbane Festival is
an initiative of the
Queensland Government
and Brisbane City Council