

FRONT OF HOUSE MANAGER

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

The Front of House Manager leads the planning and delivery of Front of House (FOH) operations across Brisbane Festival, with primary responsibility for overseeing all FOH services at the Festival's hub. This role ensures that Brisbane Festival operates to the highest standards of service, presentation and patron experience, while also providing strategic leadership and operational support to FOH teams across all festival venues and sites.

The Front of House Manager is responsible for the recruitment, onboarding and rostering of FOH staff in alignment with program and site requirements. They provide strong on-the-ground leadership, supervising teams in venue to ensure consistent, professional and welcoming service for patrons, clients, artists and stakeholders. Through proactive management, clear communication and a focus on excellence, the role ensures a seamless and high-quality audience experience across the Festival footprint.

This is a fixed term contract commencing at 0.6FTE (three days per week) from 1 June 2026, before increasing to full-time from 13 July 2026 until the end of the contract in October.

Reporting

Reports to: Program Director

To assist the smooth delivery and planning the Front of House Manager will also report to Creative Producer for the Festival hub for operational and venue aspects associated with the site.

Positions reporting to the role: FOH Staff, Event Staff and Volunteers (as required during peak delivery).

Communication

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

- Report to and work under the guidance of the Program Director and the Creative Producer for the Festival hub as required;

- Liaise with the Programming Department and appropriate staff to carry out the role;
- Liaise with external stakeholders as required; and
- Provide regular updates to the Program Director on developments and activities, either in written form or in meetings as required.

Roles and Responsibilities

Front of House Leadership and Service Delivery

- Lead and oversee Front of House (FOH) services for Brisbane Festival, with primary operational focus on the Festival hub.
- Ensure the Festival delivers exceptional patron experiences through strong leadership, service standards, presentation and operational excellence.
- Provide strategic oversight and operational support for FOH services across all Festival venues and program areas.
- Develop, implement and continuously refine FOH training materials and briefing documentation to ensure consistent service standards across the Festival footprint.
- Provide comprehensive briefings and ongoing communication to FOH staff to ensure clarity of expectations, event requirements and customer service standards.
- Work closely with Producers to understand and respond to event-specific FOH requirements and audience needs.

Recruitment, Rostering and Workforce Management

- Lead the recruitment, scheduling and contracting of FOH staff in alignment with program requirements and operational needs.
- Utilise Airtable and Employment Hero systems for recruitment, contracting and rostering in accordance with Festival processes.
- Develop and manage FOH rosters across the Festival hub and other Festival sites, ensuring adequate coverage and efficient deployment of staff.
- Allocate FOH staff across multiple program teams where scheduling permits, ensuring flexibility and resource optimisation.
- Collaborate with event teams (including Brisbane Serenades, Riverfire, and Opening Night) during the rostering phase, noting these teams will manage on-site supervision following initial recruitment and induction.

Program and Event Delivery

- Recruitment, Scheduling and Contracting of FOH Staff for:
 - Opening Night;
 - Riverfire (Ticketed Event);
 - Festival hub;
 - Brisbane Serenades; and
 - Other events as required.
- Management and Supervision of FOH Teams for the Festival hub and other events as required.
- Provide on-the-ground leadership and supervision at event sites to ensure high service standards, patron safety and operational efficiency.
- Support other event teams as appropriate, ensuring consistency in FOH approach and audience experience.

Stakeholder and Departmental Coordination

- Maintain close communication with Producers, Production, Operations and key stakeholders to ensure FOH services are aligned with event objectives.
- Contribute to the integration of sponsor, partner and stakeholder requirements within FOH operations across all sites as required.

- Foster positive working relationships with artists, patrons, corporate guests and Festival partners through professional and proactive service leadership.

Budget, Administration and Systems

- Reconcile FOH budget on a weekly basis.
- Provide a final financial reconciliation for FOH budget post-festival
- Maintain accurate and up-to-date staffing, rostering and contractual records.
- Utilise organisation-wide systems in accordance with policies and procedures provided.
- Ensure documentation, briefing notes and operational records are stored and maintained appropriately.
- Complete a final report on FOH service delivery.

Systems

- Utilise organisation-wide systems in accordance with policies and procedures provided.

WHS

- Take an active role in effectively implementing Brisbane Festival's WHS policy.
- Promote safe work practices across all FOH operations, including during planning, installation and live delivery phases.
- Ensure FOH staff are appropriately briefed on safety procedures and emergency protocols relevant to all assigned sites.

Selection Criteria

Essential

1. Demonstrated leadership in Front of House operations

Proven experience leading FOH teams within live events, festivals or large-scale public environments, including responsibility for service standards, patron experience and on-site delivery across single or multiple venues.

2. Workforce recruitment and rostering expertise

Experience recruiting, contracting, rostering and supervising casual event staff, with the ability to allocate resources effectively and respond to changing operational requirements.

3. Strong communication and stakeholder management skills

Excellent written and verbal communication skills, with the ability to brief teams clearly, collaborate with Producers and Production staff, and maintain positive professional relationships with patrons and stakeholders.

4. High-level organisational and operational capability

Demonstrated ability to manage multiple concurrent events, maintain accurate staffing and operational records, and meet deadlines in a fast-paced festival or event environment.

5. Commitment to customer service excellence

Strong understanding of best-practice customer service principles and the ability to embed consistent, welcoming and safe audience experiences across diverse teams.

6. Knowledge of WHS requirements in live event environments

Practical understanding of Work Health and Safety obligations within public event settings and the ability to implement and communicate safe work practices.

Desirable

1. Experience overseeing operations at a flagship or high-profile site.
2. Proficiency in workforce and project management systems (such as Airtable, Employment

Hero or similar platforms).

3. Qualification in arts management, event management, hospitality, theatre or related field, or an equivalent combination of relevant training and professional experience.

How To Apply

Please apply via our [online application form](#) only. Address your application to: Genevieve Trace – Program Manager. For enquiries contact: productionadmin@brisbanefestival.com.au

Please provide your CV including at least two referees, as well as a statement indicating how you meet the selection criteria listed. A cover letter is optional. Short-listed applicants should be available for interview after the application closing date. All applications are strictly confidential.

Applications will remain open until 5:00PM ON WEDNESDAY 29 APRIL 2026, unless the positions are filled prior.
Early applications are encouraged. Applications are strictly confidential.

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.

3.3. Information for job applicants (including volunteers)

3.3.1. 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.

3.3.2. Use of your personal information

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

3.3.3. Disclosure of personal information

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.