

Role Description

Front of House Attendant



Cluster	NSW Department of Creative Industries, Tourism, Hospitality and Sport
Agency	Sydney Opera House
Division/Branch/Unit	Visitor Experience – Front of House
Location	Sydney CBD
Classification/Grade/Band	Grade 1 Level 1
Kind of Employment	Enterprise Agreement
ANZSCO Code	451411
PCAT Code	1119192
Role Number	Various
Date of Approval	January 2026
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Creative Industries, Tourism, Hospitality and Sport. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is a living work of art. A place of possibility and wonder - on and off the stage. We bring people together to be uplifted, empowered and entertained.

Our ambition is to be Everyone's House; where we aim to better understand and connect with community; to be a place where everyone feels welcome; to be future ready and to lead and inspire positive change.

To make this real, we are focused on four themes that underpin our organisational values (Creativity, Courage, Inclusivity, Integrity, Collaboration and Care):

- We better understand and connect with community.
- Everyone feels welcome here.
- We are future ready.
- We lead and inspire positive change.

Further detail on strategic direction is set out in the [SOH Strategy 2024-26](#).

PURPOSE OF THE ROLE

This position is responsible for providing front-line customer service and is a key customer contact point for patrons attending performances on site and as such, has a significant impact on the customer experience. The position uses advanced customer service skills to warmly welcome, actively engage, warmly farewell and assist patrons with queries and problems during their visit to the Sydney Opera House. This role also provides assistance to patrons with accessible needs and ensures that the safety and well-being of all our customers remains our number one priority.

KEY ACCOUNTABILITIES

- Responsible for creating a welcoming atmosphere with all patrons that remains professional and enhances the image of the House.
- Providing Front of House services including: ushering; cloak room and audience access/egress duties; program and merchandise selling; stage door and venue presentation duties; and pre and post show functions and external functions.
- Assist in emergency situations such as medical and evacuation procedures when required, including safely evacuating venues, and providing assistance to less mobile or frail patrons as they exit towards safe meeting points.
- Reporting to the Theatre Manager regarding any customer service issues or patron disputes that are unable to be resolved
- Reporting to the Theatre Manager on aspects of cleanliness or maintenance required in venues and public areas in general.
- Reporting all safety hazards in the safer system or escalating these issues to the Theatre Manager

- Good working knowledge of the Sydney Opera House operations and cultural environment and a knowledge of the type of programming held at the house

KEY CHALLENGES

- Maintaining a strong commitment to customer service whilst liaising with a broad range of people from the general public.
- Evacuating patrons from venues and the building during emergency situations. This is inclusive of providing assistance to less mobile or frail patrons as they exit towards safe meeting points conducted in a rapid manner, while moving up or down numerous steps in possibly dimly lit conditions.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Visitor Services Operations Manager-Front Of House	The FOH attendants report directly to the FOH VSOM and they must collaborate on all aspects of rostering, and day to day management and operational matters.
Head of Visitor Services	To contribute to the Visitor Experience Strategy and to Welcome and Wow patrons. To provide outstanding customer service and ensure diversity, inclusion and belonging is at the forefront of all patron and staff interactions
Theatre Manager, Front of House	To support and implement all instructions coming from Theatre Managers and to notify the Theatre Manager of any adverse patron interactions, security related incidents, medical or emergency incidents. To report any maintenance, cleanliness or safety observations in venues and public areas in general.
Venue Security Manager	To work closely with Security officers both in venue and at the screening point to ensure a seamless and safe visitor experience.
Welcome Team Operations and Training Manager	To ensure they attend annual Customer Excellence training and any compliance training required of the role. To work closely with Welcome Team on the delivery of the Customer Centric strategy to Welcome and Wow every visitor to site.
External	
Public	To proactively provide a safe and welcoming environment for our patrons and visitors. To provide information to patrons on all aspects of SOH service, products and facilities.

ROLE DIMENSIONS

Decision Making

The position holder may be required to resolve problems in a fast-paced environment, often without immediate guidance or assistance from a supervisor.

Reporting Line

Visitor Services Operations Manager-Front of House

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Strong commitment to customer service with experience providing a high standard of professional customer service in a front-line service environment - ideally for a recognised service organisation.
- Very high levels of interpersonal skills, good verbal communication and conflict resolution skills and high standards of diplomacy.
- Ability to work as part of a team and without constant supervision.
- Ability to resolve problems in a fast-paced environment, often without immediate assistance or guidance from a supervisor.
- Experience in liaising with the general public and/or broad range of people from diverse cultures as well as people with disabilities.
- Availability to work outside of normal business hours including; late nights, public holidays, weekends (including Saturday nights).
- Availability to work at least four days/nights a week and on the night of 31 December (New Year's Eve).

- The role requires the ability to stand for long periods, lift weights of up to 10kg and involves frequent stair climbing.
- Knowledge of basic First Aid is not essential, but desirable.
- A valid Working With Children Check clearance.

All SOH staff have a responsibility to raise any child safety concerns they may have and comply with all legislative obligations that apply in relation to reporting child abuse. All staff engaged in child-related work are “mandatory reporters” and must comply with the reporting obligations outlined in [SOH's Child Safety Framework](#), in particular the Child Safety Complaint Handling Procedure.

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Foundational	• Be open to new ideas and approaches • Offer own opinion, ask questions and make suggestions • Adapt well to new situations • Do not give up easily when problems arise • Stay calm in challenging situations
Relationships Communicate Effectively	Foundational	• Speak at the right pace and volume for varied audiences

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		• Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	Foundational	• Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Results Think and Solve Problems	Foundational	• Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may impact on completion of tasks • Escalate more complex issues and problems when these are identified • Share ideas about ways to improve work tasks and solve problems • Suggest improvements to work tasks for the team
Business Enablers Project Management	Foundational	• Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules