Front of House Staff

Sydney Festival | Walsh Bay Pier
Casual / Shift Work | January 2027 – June 2027
Hourly rate: $35.44 per hour + applicable loadings

Sydney Festival is looking for friendly, enthusiastic and reliable Front of House staff to join the team delivering an ambitious and immersive exhibition launching this January.

As a member of the Front of House team, you will be one of the first points of contact for visitors and play an important role in creating a welcoming, safe and enjoyable experience for everyone who enters the space whilst also providing artistic context of the works to audiences.

Working closely with the Front of House management and wider project team, you will help facilitate the daily operation of the installation, support visitors and ensure the space is welcoming, accessible and well maintained.

Key responsibilities

- Welcome and engage with visitors, providing a friendly and informative introduction to the work.
- Assist with visitor entry, orientation, crowd management and the safe movement of audiences throughout the space.
- Help visitors understand how to interact with and experience the installation.
- Monitor the space and support the safe use of the artwork and its facilities.
- Maintain a welcoming, inclusive and accessible environment for visitors of all ages and backgrounds.
- Respond to visitor enquiries and provide information about the project and its operation.
- Identify and report any safety, maintenance or operational issues to the Front of House Manager.
- Assist with maintaining the cleanliness, presentation and general upkeep of the visitor environment.
- Work collaboratively with other Front of House staff and the wider project team.
- Follow all relevant operational procedures, workplace health and safety requirements and visitor management protocols.

About you

You will be a confident and approachable communicator who enjoys working with people and creating positive experiences for audiences.

You will bring:

- Experience in customer service, hospitality, visitor services, events or a similar public-facing role.
- Excellent interpersonal and communication skills.
- A friendly, welcoming and professional manner.
- The ability to engage confidently with visitors of different ages and backgrounds.
- Good situational awareness and an understanding of the importance of maintaining a safe public environment.
- Reliability, punctuality and the ability to work effectively as part of a team.
- A flexible and practical approach to working in a busy, dynamic environment.

An interest in contemporary art, cultural events and public installations will be highly regarded.

Employment details

- Casual, hourly-paid positions from January to June 2027.
- Base hourly rate of $35.44, with applicable loadings.
- Shifts will generally be:
    - Tuesday, Thursday, Friday, Saturday and Sunday: 9:30am–5:30pm (7.5 paid hours).
    - Wednesday daytime: 9:30am–5:30pm (7.5 paid hours).
    - Wednesday evening: 6:30pm–10:30pm (4 hours).
- Sunday shifts attract a 1.5x loading under the current project staffing budget.
- Staff will be rostered according to operational requirements, with approximately four Front of House staff required per shift.

About Sydney Festival

Sydney Festival is one of Australia's leading international arts festivals, presenting an annual program of theatre, dance, music, visual arts and major public events. We bring artists and audiences together through ambitious, accessible and thought-provoking cultural experiences.

We are committed to creating an inclusive workplace and encourage applications from people of diverse backgrounds and experiences.