Front of House and Venue Manager

Sydney Festival | Walsh Bay
Full-time, Fixed-term Contract | December 2026 – July 2027
Salary: $93,600 per annum ($1,800 per week) + 12% superannuation

Sydney Festival is seeking an experienced and highly motivated Venue Manager to oversee the visitor experience and front of house operations an ambitious and immersive exhibition opening this January.

This is a key role within the project team, responsible for ensuring the highest standards of visitor experience, audience engagement and day-to-day venue operations.

Working closely with the Event Coordinators and Site / Technical Manager, the Front of House and Venue Manager will lead the Front of House team, oversee staffing and scheduling, and ensure that every visitor interaction reflects the quality, ambition and artistic intent of the work.

We are looking for someone who understands that great front of house management goes beyond the smooth running of a venue. You will be passionate about creating meaningful audience experiences, empowering staff to engage confidently with visitors and ensuring the presentation of the work is consistently of the highest standard.

Key responsibilities

Venue and visitor experience

- Take overall responsibility for the daily operation and presentation of the venue during public opening hours.
- Ensure the artwork and visitor environment are presented to the highest possible standard throughout the season.
- Work closely with the artist to understand the artistic intentions of the work and translate these into a considered, engaging and consistent visitor experience.
- Develop and maintain a strong understanding of the artwork, its interactive elements and the intended audience experience.
- Ensure visitors are welcomed, oriented and supported to engage with the work in an informed, confident and enjoyable way.
- Monitor audience interactions and visitor feedback, identifying opportunities to improve the experience.
- Maintain high standards of customer service, accessibility, inclusivity and visitor care.

Front of House team management

- Recruit, coordinate, schedule and manage the Front of House team.
- Prepare and manage staff rosters, ensuring appropriate staffing levels across all operating hours.
- Lead staff inductions, training sessions, daily briefings and ongoing team development.
- Establish clear expectations and service standards for all Front of House staff.
- Provide leadership, support and supervision to the team, fostering a positive, collaborative and professional working environment.
- Monitor staff performance, attendance and timekeeping, addressing issues as they arise.
- Ensure effective communication between Front of House staff and the wider project team.

Venue operations and administration

- Oversee daily opening and closing procedures and ensure the venue is ready for public access.
- Ensure the venue is clean, safe, well maintained and presented to a consistently high standard.
- Manage visitor flow, capacity, queuing and audience movement throughout the space.
- Oversee the implementation of operational procedures, workplace health and safety requirements and emergency management protocols.
- Identify and respond to operational issues, visitor complaints and incidents, escalating matters where appropriate.
- Maintain accurate records relating to staffing, attendance, incidents and visitor feedback.
- Work collaboratively with the Site / Technical Manager and Event Coordinators to ensure the seamless operation of the project.

About you

You will be an experienced venue, front of house or visitor experience manager with a strong track record of leading teams in busy, public-facing environments.

You will bring:

- Demonstrated experience managing front of house teams, venue operations or visitor services.
- Proven ability to recruit, roster, lead and motivate a team of casual or shift-based staff.
- Exceptional customer service skills and a genuine passion for creating outstanding audience experiences.
- Strong interpersonal and communication skills, with the ability to engage confidently with artists, colleagues, staff and members of the public.
- An appreciation of the relationship between artistic presentation and audience experience, particularly within contemporary art, cultural or immersive environments.
- Excellent organisational and problem-solving skills, with the ability to manage competing priorities.
- A sound understanding of workplace health and safety, venue operations and public safety.
- The ability to lead by example, exercise sound judgement and maintain high standards in a dynamic environment.

Experience working in galleries, museums, festivals, theatres, cultural venues or immersive public installations will be highly regarded.

Employment details

- Full-time, fixed-term contract from December 2026 to July 2027.
- Salary of $1,800 per week.
- Based at Walsh Bay
- Working hours will be rostered across the operating week, including weekends and Wednesday evening operations.

HOW TO APPLY

Send a cv and short cover letter to andy.currums@sydneyfestival.org.au

DEADLINE

27th November 2026

NOTE

We will be actively reviewing and interviewing and may fill the role before the deadline, so please be sure to submit your application as soon as possible.