



Duty Manager

Position Description

Position	Duty Manager
Reporting to	Venue Operations Manager
Position type	Casual
Salary	Hospitality Award, Level 5
Direct Reports	NA, but supervises casual bar staff during shifts
Financial Delegation	NA
Date of Preparation	5 March 2025

Position Purpose

To oversee the delivery of Fringe Common Rooms' eclectic event program, including private functions, DJ nights, and independent arts events.

Role Summary

The casual Duty Managers are responsible for delivering events at Fringe Common Rooms, Melbourne Fringe's year-round venue at Trades Hall.

You will be the primary on-site person responsible for delivery of the venue's public-facing program of events predominantly across Thursday, Friday and Saturday nights, including private functions, DJ nights, arty parties and independent arts events.

Reporting to the Venue Operations Manager, you will be responsible for providing exceptional customer service to all hirers and patrons, supervising the team of casual bar staff, enforcing liquor licensing requirements and ensuring safety during events.

During the Melbourne Fringe Festival, you will work across the Festival Hub bars in the Loading Dock and Club Fringe.

This is an exciting delivery role for a hospitality professional with excellent customer service skills looking to work in a venue with a vibrant program of events

About Melbourne Fringe

Melbourne Fringe democratises the arts. Our vision is cultural democracy – empowering anyone to realise their right to creative expression. We support the development and presentation of artworks by, with and for Melbourne's people, running the annual Melbourne Fringe Festival, the year-round venue Fringe Common Rooms at Trades Hall, and a range of arts sector leadership programs. We believe that access to the arts and creative expression are fundamental rights of our citizenship and vital to a creative, healthy, cohesive society.

Our Work Culture

Melbourne Fringe is a forward-thinking, creative and inclusive organisation. Our dreaming is out of the box, our work ethic is strong, and we don't let our limited resources stop us from making seemingly impossible things happen. We believe that great work is made by people who enjoy what they do. We are proud to have a diverse workplace that celebrates difference and encourages people to bring their whole selves to work with pride.

Fringe is a values-driven workplace characterised by big-picture thinking, optimism and playfulness. We have a reputation as a hard-working, caring, energetic, fast-paced workplace that values our people and their health and which brings them together socially for lunch, events and fun times.

You're the right fit for Melbourne Fringe if you are:

- Passionate about creativity and cultural equity
- Willing to support anyone to participate in the arts, regardless of their experience, age, gender, ability, sexuality, cultural background or artistic practice
- Into a collaborative and social work culture

Benefits of Working at Melbourne Fringe

Melbourne Fringe employees enjoy:

- A commitment to continuous learning, including sector-leading staff training and a personalised professional development plan which includes options for coaching, mentoring, networking, skills development and training.
- A values-driven organisational culture that celebrates difference, prioritises playfulness and brings our people together socially for events and good fun.
- Varied events program, no two shifts are the same!
- Festival Staff Pass to use at the hub during Melbourne Fringe Festival
- Employee Assistance Program counselling service
- Complimentary Tickets to Fringe Common Rooms events.
- 40% staff discount at the Fringe Common Rooms bar.

Duty Manager

Here's a list of things you'll be responsible for:

Event Delivery

- Act as Duty Manager for public events and private functions at Fringe Common Rooms, ensuring smooth event delivery.
- Provide a superior level of customer service to hirers, patrons and artists, handling customer complaints and dealing with issues that may arise.
- Liaise with venue hirers to execute the event brief.
- Maintain all front of house areas to a high professional standard for patrons, including ensuring cleaning of venues and toilet is undertaken, and supply checks etc.
- Supervision of event staff (front of house and technicians) and ensuring end of night procedures are followed.
- Opening and closing the venue, ensuring effective securing of the Trades Hall building at the end of the night.
- Set and reset the venue according to event briefs and venue floor plans.
- Provide event-level risk and safety inductions where necessary, and ensuring the venue's risk management plans are adhered to.
- Conduct front of house and box office duties when necessary, including checking and selling tickets at the door.
- Oversee basic technical set ups for events (lights up, lights down, PA on/off etc).
- Manage venue security contractors during venue hire periods to ensure a safe environment for all patrons.
- Complete event and incident reports as required, raising any issues to be actioned.
- Undertake end-of-night financial reconciliation.
- Act as a Area Warden during events.

Bar Management

- Oversee bar service delivery during event hire periods, including the supervision of casual bar staff.
- Uphold requirements of Melbourne Fringe's on-premise liquor licence, including overseeing the responsible service of alcohol.
- With the support of event security, effectively manage patrons and implement successful conflict resolution with unruly patrons.
- Maintain the bar area to high standards of cleanliness.

- Manage stock levels during events and request additional stock orders to the Venue Operations Manager as required.
- Implement in-venue promotional campaigns for Melbourne Fringe's drinks partners.

General

- Actively contribute to upholding best practice cultural safety for all Melbourne Fringe staff, artists, volunteers, audiences and other stakeholders.
- Demonstrate a commitment to continual improvement and high levels of customer service.
- Fulfil all legal requirements related by program activities.
- Other duties as agreed with the Venue Operations Manager.

Here are the skills and attributes you need to bring*:

- Passion for the work of Melbourne Fringe and a commitment to cultural equity
- Expertise in hospitality and high-volume bar management
- Demonstrated experience in private function and/or event delivery with the ability to solve problems.
- Excellent interpersonal and communication skills with a high level of customer service
- Resilience and ability to work effectively under pressure.
- RSA
- First Aid Certificate (desirable)
- Availability for late night and weekend work
- A sense of humour

** If you don't yet have all of the experience, know that Melbourne Fringe is a workplace that values ongoing skills development, mentoring and training.*

Our commitment to cultural equity

Melbourne Fringe has a deep commitment to cultural equity, and we strongly encourage applications from people who identify as First Nations, Deaf, disabled, people of colour, queer, transgender and gender-diverse people, as well as people with caring responsibilities. We celebrate people's differences.

We know sometimes people – especially those from more marginalised groups – might feel under-qualified for a job or like you might not belong. If that's you, we especially welcome you – Fringe is a place that supports and up-skills people as they're learning on the job.

If this application format isn't accessible for you, please get in touch and let us know what alternative format would suit you best. Upon engagement, we can work with disabled staff to consider reasonable workplace adjustments to ensure access needs are met. If you have any questions about accessibility, please contact Carly Findlay, Access Advisor, on (03) 9660 9600 or carly@melbournefringe.com.au.

Please advise us of any pre-existing injuries or conditions that may arise that might inhibit you in the application process.

Apply through the form here - <https://form.jotform.com/250637765449873>