



# THEATRE ROYAL

## SYDNEY

**Job Title:** General Manager, Theatre Royal Sydney  
**Reporting to:** Theatre Royal CEO & Executive Chairman, Trafalgar Entertainment Group, Asia Pacific

The Theatre Royal is Australia's oldest theatrical institution located in Sydney, dating from 1833, though the current theatre was built in 1976. It has offered a broad range of entertainment including dramas, comedy and especially musicals since the 1990s. The theatre has been closed since March 2016, but is scheduled to reopen later this year, under parent company Trafalgar Entertainment.

The Theatre Royal is now looking to appoint a General Manager.

### **Role Purpose**

To effectively manage, improve and develop all areas of the theatre operations whilst representing Trafalgar Entertainment Group, ensuring its high standards are maintained.

### **Key Responsibilities**

#### **Commercial and Financial Awareness:**

1. To maximise income streams and work actively to promote the venue for hire, estimating costs for hirers and profit margin.
2. To source possible future hires to increase revenue and profile of venue.
3. Compilation and distribution of financial reports to appropriate departments ensuring effective monitoring and feedback.
4. To identify any merchandise possibilities and ticket promotions to increase revenue.
5. To produce information accurately and effectively and distribute to relevant departments on time.
6. Liaising and maintaining good relationships with suppliers and maintaining adequate stock levels to maximise profits and achieve budgeted spend per head.
7. To monitor contra's and provide initial input ensuring relevant costs are charged on.
8. The accurate compilation of weekly time sheets / spread sheets.
9. Daily reconciliation and reporting, eliminating financial errors providing a base to forecast future profit and loss.
10. Monitor and work within the parameter of allocated budget to allow effective planning for future projects and ensuring costs are allocated to the correct cost centres.
11. Daily liaison with an appointed person to ensure correct reconciliation between stock and cash. To manage and reconcile the petty cash weekly ensuring a sufficient cash flow.
12. Ensuring all external reporting commitments are met, including regular reporting to Create NSW and Dexus.
13. Ensuring relationships with sponsors are appropriately serviced and maintained

#### **Customer Care:**

1. Predicting all customer needs, providing appropriate service in order to achieve satisfaction and maximising sales at the venue.
2. Daily liaison with Producers, Company Managers and / or Production staff ensuring the smooth operation of the show.



3. Dealing with all customer queries, complaints, and feedback as they arise, resolving the issues and following up as necessary providing the customer with a positive experience.

#### **Staff Management:**

1. To ensure staffing levels comply with mandatory requirements whilst maximising revenue.
2. To implement and facilitate a framework for effective communication and support throughout departments to develop synergy throughout the venue.
3. To ensure building is safely cleared and checked at the end of the day in order that building is empty of customers / staff and is safe and secure.
4. To provide and maintain accurate, up-to-date staff records.
5. To achieve, maintain and exceed standards through close monitoring and feedback using appraisal systems, identifying training requirements, encouraging personal development and maximising over-all efficiency.
6. To provide a safe and supportive working environment for all staff by promoting clear channels of communications.
7. To promote and manage work experience candidates within the framework of appropriate legislation and educational goals.
8. To recruit in line with company policy and Job / Person Specifications to select suitable candidates, implementing a bespoke training schedule (as identified during recruitment process).
9. To ensure adequate staffing levels at points of sales and bars according to demand whilst ensuring licensing requirements are met.

#### **Legal:**

1. In order to have a non - discriminatory policy, we need to be aware of building access requirements and changing legislation affecting all areas of the venue. To recommend improvements to senior management and implement on approval.
2. To ensure that the appropriate staff are trained to the required standard in order to comply with legal requirements including First Aid and Fire Evacuation Procedures.
3. To have an understanding of the terms and conditions of all insurance policies and ensure compliance.
4. To undertake any fire and evacuation training as required and to ensure the building is compliant in all areas of Health and Safety.
5. To ensure the compliance of all Health and Safety Legislation as set out in the company Health and Safety Policy to minimise risk of injury and accidents.
6. To work within the guidelines of the Personnel Policy and Procedures Manual referring to the Personnel Department as and when necessary in order to stay within Employment Law.
7. Liaison with authorities (Police, Fire and Local Authorities) to comply with legislation and licensing requirements in order to maintain a safe and proper environment for customers and staff

#### **Maintenance & Operations:**

1. To ensure the building is cleaned to the agreed high standard.
2. To develop all operational processes and procedures and ensure they are adhered to
3. To be pro-active in developing ideas to improve facilities and conditions for both staff and customers and to communicate to the Group Operations Manager for action if appropriate within limits of various statutory bodies and landlords.



4. To ensure the safety of all persons and property within the building in order to reduce any potential losses.
5. Manager / Head of Department's to monitor and control all visiting contractors whilst on premises ensuring compliance with Health and Safety Regulations and within defined budget.
6. To be aware of condition and fabric of building and to prioritise any necessary maintenance work required. To action works and monitor through to completion within budget.
7. To monitor pest control contracts to ensure minimum infestation.

#### **Self-Management:**

1. Taking full advantage of training courses offered within the company to ensure we stay abreast of latest information e.g. technology and become more effective and in order to further self-development.
2. Taking a fresh look at surroundings and systems / procedures to ensure best practice in all areas. Initiate ideas and suggestions. Experiment. Ask questions.
3. Maintain an awareness of national and international production activity, maintaining contacts within the industry and committing to furthering the business and image of the Theatre Royal and Trafalgar Entertainment.

#### **General:**

1. Such other duties as necessary, which are not defined within this document but necessary to ensure the smooth running of the theatre and aid the efficiency of the Company.

#### **Person Spec:**

- Proven track record of successful leadership within theatre or arts
- Experience managing complex budgets, and making recommendations and decisions based on financial reports
- Experience in theatre production, general and/or project management
- A passionate interest in contemporary culture, particularly in theatre, with a broad knowledge of the sector and of plays/musicals, especially within Australia and the Asia Pacific region.
- Ability to communicate confidently and credibly with a wide range of stakeholders
- Extensive knowledge of Health and Safety and its practical application in theatre
- Knowledge of artist/creative contractual agreements and practical knowledge of union agreements
- Sound understanding of planning and programming Theatre
- A motivated self-starter who enjoys working with stakeholders, managers and artists with diplomacy, discretion, professionalism, pragmatism and a can-do approach
- Excellent people management skills including building, leading and motivating teams
- Ability to prioritise a complex workload with excellent organisational skills.
- To be a team player with the ability to work independently
- Flexibility and the ability to adapt to changing circumstances
- Able to take responsibility and make quick, informed, operational decisions
- Calm and reassuring manner

To apply, please send you CV and covering letter to [recruitment@trafalgarentertainment.com](mailto:recruitment@trafalgarentertainment.com). Closing date for applications is Friday, September 24<sup>th</sup>.



Early applications are encouraged as suitable candidates may be invited to interview before the deadline.

The Theatre Royal Sydney is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.