

## Front of House Manager (All-Abilities Theatre)

**Days:** Flexible remote work hours across July/August, Tech week/Shows: 14 - 31st August, 2025

**Contact Person/Reports to:** Production Manager, Executive Producer

### Overview:

Stars and The Moon is Melbourne's only not-for-profit, all-abilities musical theatre company. We offer equal opportunities for performers with disabilities to take the stage and shine in high-quality theatre productions. To achieve this, we pioneered the *Castmate Model*, where two or more performers collaborate to explore a role/performance together. At least one of these performers must identify as neurodivergent and/or living with a disability

The key responsibilities for this position are outlined below.

### Responsibilities

The Front of House Manager is expected to:

- **Directly manage ticket sales, including:**
  - Allocation of complimentary tickets and Production Team tickets.
  - Tracking trends in ticket sales and implementing promotional strategies.
  
- **Generate and distribute promotional materials, including:**
  - Collaborating on and executing a targeted brand strategy including paid and unpaid advertising in various media including but not limited to newspaper, online, e-newsletters, billboards, etc.
  - Ensuring a consistent, professional and visually appealing look-and-feel of all published collateral in collaboration with the Producer and Graphic Designers.
  - Overseeing the conceptualisation and execution of a video promo including collaborating with the Producers and Creative Team and videographer recruitment
  - Overseeing and coordinating headshots, production photography and promotional photography including recruiting photographers, and liaising with the Creative Team in advance regarding any costume requirements for photo shoots.
  - Printing and distributing flyers and posters.
  - Drafting and sending E-newsletters to subscribers.

- Organising and sell show merchandise
- **Coordinate the front of house audience and volunteer experience**
  - Conceptualising and executing the look and feel of the front of house experience (foyer), including collaborating with the Cast Manager to support at least two neurodivergent/disabled ushers, program distribution, media walls/social media cut-outs, donation paraphernalia etc.
  - Collating the content and overseeing the design and printing of the show program.
- **Proactively communicate with the Producers and Production Team including:**
  - Ensuring that promotion decisions are within the allocated budget. Proactively communicating any anticipated and unavoidable overspending.
  - Attending Head of Department or production team meetings as necessary
  - Providing drafts of all paid, or high impact advertising in advance to the Producer for approval.

**Preferred Qualifications and Attributes:**

- Management experience in hospitality and/or theatre
- Experience in the disability sector desired but not necessary

**Apply:**

If you think you are the perfect candidate for this role and want to become involved in an engaging and uplifting organisation, please send through your cover letter and curriculum vitae to [tyla@starsandthemoon.org](mailto:tyla@starsandthemoon.org)