



# THEATRE ROYAL

## SYDNEY

Theatre Royal Sydney are seeking a dynamic and detail-oriented **Venue Operations Coordinator** to play a pivotal role in enhancing the efficiency and excellence of our venue operations. This multifaceted position involves overseeing rostering and payroll for the FOH and Bar teams, implementing process improvements across risk mitigation, compliance, and customer experience, and serving as a key liaison for event coordination. You'll manage operational reporting, support inventory and reconciliation processes, and ensure smooth onboarding and offboarding of staff.

As part of the Venue Operations Team, the Venue Operations Coordinator will contribute to the success of providing consistent, memorable and world class experiences to all stakeholders. As such, this role may be required to work flexibly depending on each production's requirements and performance schedule. This will include evenings and weekends.

This is a full-time role. For further information about this role, please refer to the Position Description below.

To submit your application, please submit your current resume to **trsrecruitment@trafalgarentertainment.com.au** with the Subject Line Venue Operations Coordinator by **Friday 29th August 2025, 5:00pm**.

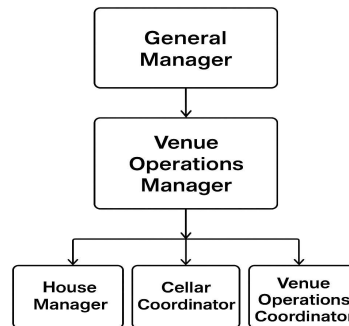
Early applications are encouraged as suitable candidates may be invited to attend an interview prior to the closing date.

Applications are open to those with full working rights in Australia. Trafalgar Entertainment is an Equal Employment Opportunity Employer.



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**Job Title:** Venue Operations Coordinator, Theatre Royal Sydney (TRS)  
**Reporting to:** Venue Operations Manager  
**Position type:** Full Time  
**Location:** 108 King Street, Sydney



## Our Company

**Theatre Royal Sydney (TRS)** is one of Australia's oldest theatrical institutions, originating in 1832 with the current TRS built in 1976. In 2017, Trafalgar Entertainment became the new operators of TRS and after an extensive restoration period, the theatre reopened in December 2021. The iconic 1,200 seat theatre is an architectural masterpiece and centrepiece of theatre in Sydney's CBD. The theatre is home to a broad range of entertainment including dramas, plays, comedy and musicals.

By joining TRS, you are joining the leading international live entertainment company, **Trafalgar Entertainment (TE)**. Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is focussed on new productions, the distribution of live-streaming innovative content and the provision of amazing spaces where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres (comprising Trafalgar Theatre and Olympia Theatre in London, Theatre Royal Sydney, and 12 UK regional venues), Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Helen O'Grady Drama Academy, London Theatre Direct, Jonathan Church Theatre Productions and The Chiswick Cinema.

## About the role

The Venue Operations Coordinator is a pivotal role in the successful management of Theatre Royal Sydney's front of house and bar operations providing the highest level of administration support to the Venue Operations team. Being a team player with a willingness to assist where required is essential for success in this role and to facilitate world class theatre productions with the best customer experience possible. The staff member in this role must represent the theatre with professionalism and enthusiasm, actively promoting the company vision and values of the venue, Theatre Royal Sydney, and international company, Trafalgar Entertainment.



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### **Equal Opportunities and Diversity:**

We LOVE entertainment, and in our world, EVERYONE has a part to play. Trafalgar Entertainment and its subsidiary companies are committed to ensuring that the organisation is truly inclusive, diverse and anti-racist, achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. We believe that all employees and customers are entitled to be treated with respect and dignity.

### **Key Responsibilities:**

- Provide the highest level of administration support to the TRS Venue Operations team.
- Responsible for the rostering, onboarding and offboarding of all Venue Operations team members.

### **Main Duties:**

- Contribute to the development and implementation of new processes for Venue Operations, regarding risk mitigation and compliance, staffing and wage efficiencies, sales, customer experience and general efficiency.
- Oversee and be accountable for the rostering for both the FOH and Bar teams, ensuring both teams are operating in an efficient and cost-effective manner.
- In cooperation with the Venue Operations Manager, ensure payroll for the FOH and Bar teams are approved in the required timeframe, resolving any issues with TRS Finance in a timely fashion.
- Consider feedback provided by the House Manager and Venue Operations Manager on general operations, customer perspective, product selection, process improvement and hazard mitigation and adjust operations, process, and protocols accordingly.
- Responsible for the effective implementation of the employee lifecycle process, ensuring all statutory and TRS obligations are met. Ensure onboarding and offboarding for all team members is carried out in a timely manner and all Venue Operations staff paperwork is complete and up to date.
- Regularly update standard operation procedure documents and handbooks as processes are developed for the Venue Operations team.
- Provide consolidated reports on a weekly basis to the Venue Operations Manager and House Manager.
- Cooperate with House Manager to ensure reporting and operational administrative requirements are met in a timely fashion.
- Resolve any customer complaints or issue follow-up in coordination with the House Manager, Venue Operations Manager, Ticketing Services Manager and Box Office Team.
- Maintain an accurate log of all Digital Signage, IT, POS or EFTPOS related operational issues.
- Support the escalation of all Digital Signage, IT, POS or EFTPOS related operational issues that arise during service.



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- Assist the Venue Operations Team with invoicing and ordering, especially key operational equipment.
- Be the key point of contact for Event organizers once Events are handed to Venue Operations for service coordination.
- Ensure service teams are briefed in relation to any Events that may occur.
- Liaise with the Marketing and Ticketing team to ensure the Theatre's websites and digital signage is maintained and up to date.
- To assist with Events taking place at TRS including partnerships, VIPs, education events, media calls etc.
- In conjunction with the House Manager, ensure that uniform stock is maintained.
- Take minutes and generate agendas for Venue Operations meetings.
- Work with the Cellar and Bar team to facilitate the process ensuring effective stock levels are maintained. Assist with stocktake as required.
- Support the Finance, Cellar, and Bar teams to ensure that reconciliation and wastage processes at the bar are completed, in a timely manner and with accuracy.
- Ensure that the venue and Bar teams are always maintaining the highest standards of food safety and that training is facilitated to ensure this.
- Assist as relief Duty/House Manager to cover leave periods if needed.

### **Staff Administration and Engagement:**

- Ensure any timesheets incomplete or incorrectly submitted by the Venue Operations team are resolved and submitted to Finance.
- Ensure the effective logging of HR processes.
- Work with House Manager to ensure regular daily and weekly communications occur with service staff.
- Cooperate with other House/Duty Managers and Event & Administration Coordinator for seamless workflow and information flow to ensure Theatre operational, service and safety requirements are met.
- Work with House, Venue Operations and HR Operations Managers and Event & Administration Coordinator to ensure effective information flow, so that departmental staff receive venue and employment related information as required.
- Participate in the staff recruitment process, i.e. Writing and placing adverts, arranging and conducting interviews, doing reference checks and sending out acceptance or rejection letters to applicants.
- Manage difficult conversations surrounding rostering, attendance issues as required, with support from House Manager and Venue Operations Manager.
- Be a point of contact for Venue Operations employees to raise any employment issues. Document and escalate to House, Venue Operations and HR Operations Manager as required.
- Support House Manager to conduct regular consultation sessions with Venue Operations team to allow for HR issues to be raised as required.



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- Ensure staff issues are managed in a manner that aligns with both company process and protocols and with statutory requirements.
- Support the regular reward and recognition of Venue Operations staff.
- Work with the House, Venue Operations and HR Operations Managers to implement training and development programs for the Venue Operations team. Ensure all training attendance records are kept.
- To seek to develop and improve the FOH and Bar teams, implementing ideas and feeding back to management on sales initiatives.
- Work closely with the TRS Management team.

### **Work, Health and Safety:**

- To assist in following up with staff and patrons after an incident.
- To ensure accurate record keeping at all times of processes, incidents and employee files.
- Assist TRS Management in preparing and maintaining Work, Health and Safety documentation.
- Plan and facilitate the roll out of regularly scheduled Safety related training with Bar and FOH Supervisors, alongside the TRS Management team.
- Ensure the OLGR book is regularly cited by the General Manager.
- Liaising with security company to arrange and roster the right level of coverage required.
- Maintain up-to-date records of all Food Safety, RSA, and First Aid training levels for all staff across the Organisation.
- Ensure the licensee audit checklist is completed each month and liaise with General Manager to address any compliance concerns.