

POSITION DESCRIPTION

Position Title:	VENUE ASSISTANT
Award / Level:	Live Performance Award (LPA MA000081) – Level 5
Department:	Joan Sutherland Performing Arts Centre – Venue Services
Type:	Regular roster including evenings and weekends – Fixed term contract 12 months.

Position Purpose

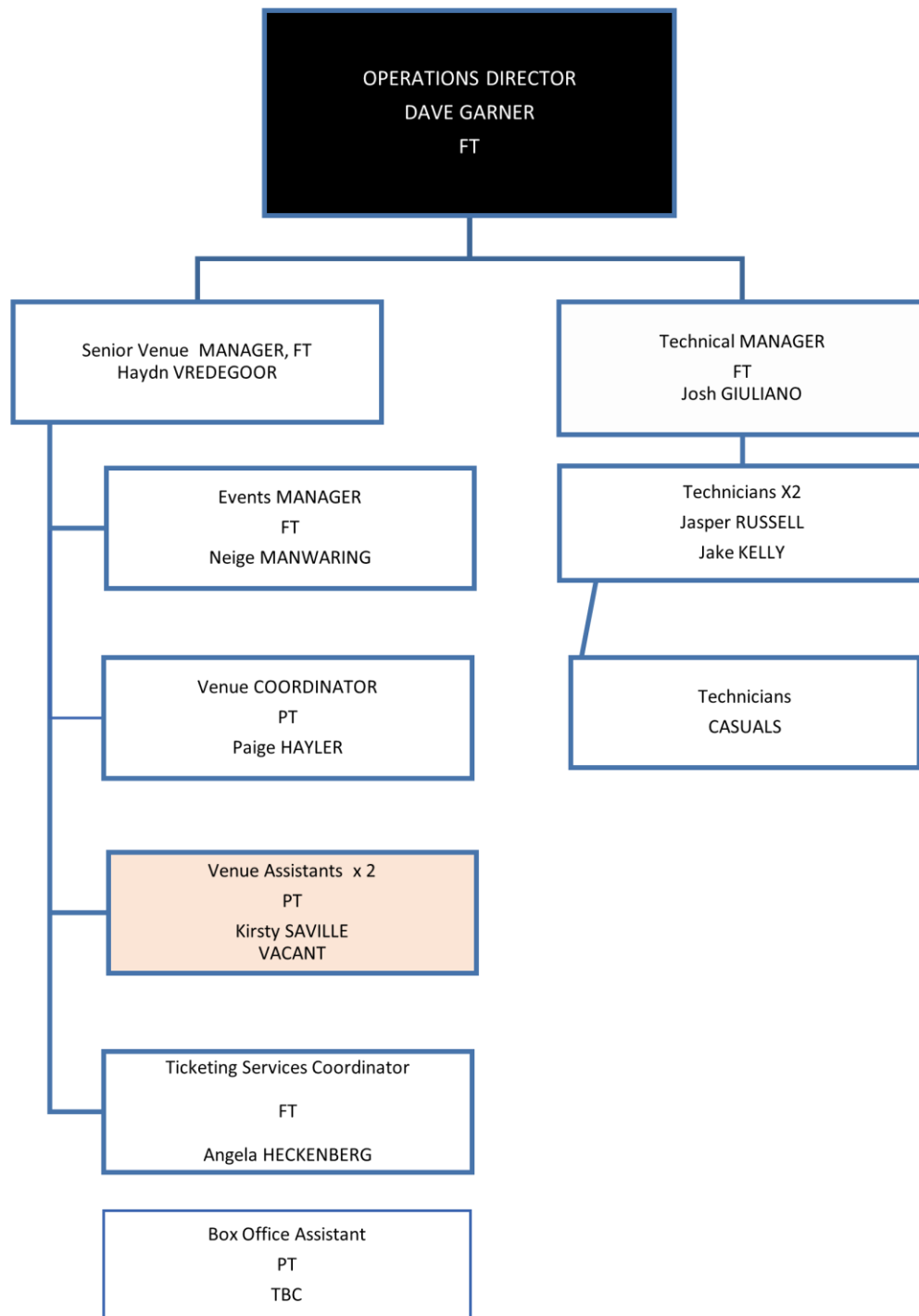
Practical, and with an eye for organisation, detail and accuracy, and with consummate interpersonal skills, the Venue Assistant works to support the Venue Manager and team to ensure that all activities, events, functions, and performances run smoothly.

Responsible for security, ticketing and venue services during both evening rehearsal and teaching periods, as well as performances, this role is skilled across a range of specialised systems and suits an independent worker able to take direction and work as part of a team. Acting as a practical liaison point between the front of house, ticketing, technical and programming teams, the Venue Assistant is an effective communicator with outstanding diary and organisational skills and thorough practical knowledge of live performing arts practices, operations, and legislation.

The Venue Assistant:

- Works as part of the Front of House team as a venue supervisor, within Box Office as a ticket seller, and to assist in set up and set down of events as required;
- Works under direction of the Venue Manager and with internal and external clients to ensure event requirements are met;
- Implements consistent processes and maintains accurate documentation;
- Works regularly on non-performance evenings to manage set up/set downs/ ticket and conservatorium sales and key collection and venue security as well as to deliver set tasks in their work plan.
- Maintains a service focus and ensures timelines are met;
- With the support of the team, ensures that EEO, WH&S, RSA, Child protection, LPA and all applicable legal requirements and industry benchmarks are adhered to through practices at the Centre.

Department Structure



Key Result Areas

1. VENUE SERVICES SUPPORT AND SUPERVISION

Major Actions

Front of House Supervision

- Brief and run the event team to ensure safe and friendly events and services
- Work as a part of the team to lead and uphold strong customer service and public safety
- Box Office Sales - including Penrith Conservatorium payments, Studio Q classes, school holiday workshops and performances
- Coordinate team to complete set up of rooms for upcoming events and hires and undertake set ups as required
- Venue Supervisor – Maintain running of building including opening and closing procedures along with building safety
- Be Chief Warden in the event of emergency
- Practical knowledge of banking, cash handling (petty cash, float, bar), reconciling and database entries
- Ensure front of house is a welcoming, clean and safe environment at all times
- Ensure ongoing compliance with relevant company policies and legislation
- Brief and lead team through relevant WHS and Covid concerns per event

Performance Measures

- Accurate sales and efficient coverage across all Venue Services areas
- Practical knowledge and expert use of all Venue Services systems and processes in accordance with set procedures
- Ongoing customer satisfaction and lack of incidents or complaints
- Clear communication between departments and teams
- Effective management and resolution of incidents and potential breaches of policies and legislative requirements
- Acquire and maintain knowledge in emergency procedures

2. CUSTOMER EXPERIENCE

Major Actions

- As Venue Supervisor, demonstrate and lead a high standard of customer service
- Coach casual team in effective customer service
- Brief the event team on pertinent WHS and Covid considerations per event
- Liaise with hirers to ensure their hiring experience is enjoyable and successful
- Provision of support and advice to Centre users, parents, students and hirers as required
- Maintain high standards of welcome and ensure currency of information across the site and recommend and implement improvements
- Ensure security and safety of site (follow all established procedures, safety protocols and alarm activation/deactivation)
- Report incidents in accordance with set procedures (injury, hazard, theft, damage) in accordance with PP&VA WHS policy and protocols

Performance Measures

- Ongoing security and safety of venue maintained to a high standard
- Positive customer feedback and lack of complaints
- Efficient and effective use of team resources

3. VENUE OPERATIONS

Major actions

- Undertake regular data collation and ticketing database cleansing during quiet periods
- Draw reports, undertake research and manage allocated tasks related to Venue Services as required.

Performance Measures

- Database is accurate and allocated tasks are completed
- Deadlines are met

4. Customer Service

Major Tasks

- Provide effective service to PP&VA customers and the community
- Provide effective service to internal customers
- Accurately identify the needs of customers
- Take action to satisfy customer needs
- Present a positive image of PP&VA/ The Joan/ The Gallery

Performance Measures

- A calm conciliatory approach is used in all customer dealings
- Active listening techniques are applied in customer dealings
- Customer needs are identified and confirmed with the customer
- Appropriate action to satisfy the customer need is identified and implemented
- Personal presentation and grooming adheres to organisational and departmental guidelines

5. Corporate Governance and Effective Work Practices

Major Tasks

- Carry out work inline with relevant legislative and statutory requirements and /or industry codes, practices and standards
- Adhere to Code of Conduct, EEO and anti discrimination policies
- Take responsibility for and manage own work and contribute to a productive work environment
- Accept and contribute to workplace change
- Undertake workplace tasks as directed
- Work cooperatively with others to facilitate workplace learning
- Work in an ethical manner and comply with PP&VA's code of conduct and other governance documents adopted by the organisation from time to time
- Resolve workplace conflict in line with PP&VA policy
- Undertake recordkeeping activities in accordance with PP&VA's Records Management business rules, procedures, policies and any relevant State Records Legislation

Performance Measures

- Relevant legislative and statutory requirements and /or industry codes, practices and standards are always complied with
- Work reflects application of, and adherence to, EEO and anti discrimination policies
- A positive work atmosphere is maintained by acting and communicating in an effective and appropriate manner with all customers, external contractors, co-workers, supervisors and managers
- Work tasks are appropriately prioritised and time effectively managed
- Productivity is consistent with reasonable expectations of a proficient employee in the position
- Implications of workplace change are identified and accepted
- Agreed changes to improve work outcomes are acted upon
- Direction from supervisor is accepted and acted upon
- Requests to take on alternative duties from time to time are accepted and adhered to
- Training is attended when required
- Training needs of other employees are identified and appropriate action identified and implemented
- All work is ethical and complies with PP&VA's Code of Conduct and governance documentation
- Workplace conflict is resolved in line with PP&VA's Grievance procedures
- Record keeping activities are undertaken in accordance with PP&VA's policy and procedural requirements
- PP&VA's official information is captured appropriately within Records Management System

Individuals with NO Staff reporting to them

6. Work Health and Safety (WHS)

Major Tasks

- Attend training as required
- Perform work in accordance with WHS policies and procedures
- Participate in consultative processes for the management of WHS

Performance Measures

- All required training has been completed
- WHS procedures are identified and complied with
- Participation in consultation process is on record

Individuals with staff directly reporting to them

7. Work Health and Safety (WHS)

Major Tasks

- Attend training as required and ensure completion of training by supervised staff
- Perform work in accordance with WHS policies and procedures
- Ensure all procedures have been risk assessed, and risk assessments are reviewed in line with designated timeframes
- Monitor implementation and use of risk control measures
- Participate in consultative processes for the management of WHS, and ensure consultation processes are available to, and used by, supervised staff

Performance Measures

- All required training has been completed
- All supervised staff have completed required training
- WHS procedures are identified and complied with
- Risk assessment documentation is completed in line with legislative requirements, and risk assessments are reviewed at least annually or more frequently if required
- Risk control documentation is completed and records kept in accordance with council procedures
- Participation in consultation process is on record
- Record of supervised staff participation in consultation

Qualifications, Experience and Specialist Skills & Knowledge

Essential

- Current Working with Children Check
- Food Safety Certificate or willingness to acquire
- Current First Aid Certificate or willingness to acquire
- RSA or willingness to acquire
- Demonstrated employment experience in a similar position – performing arts / events / tourism & hospitality.
- Demonstrated experience in the processes involved in carrying out diverse event knowledge from start through to completion.
- Demonstrated commitment to continuous improvement of current systems and practices to ensure quality services are delivered to clients.
- Ability to work under pressure, to deal calmly with a wide range of people with tact, discretion and care.
- Ability to set up events including lifting tables and chairs.
- Demonstrated precision, multitasking, confidentiality, problem solving, accuracy and ability to work independently and as part of a team.

Desirable

- Current Drivers licence
- Demonstrated high level customer service and interpersonal skills.
- Demonstrated administrative and time management skills in a busy multifunctional event environment.
- Relevant tertiary qualifications.
- General ICT competency and facility in Microsoft Office programs and ability to learn industry specific software as required.
- Experience with working with and within a venue operational team

Position Based Core Skills Training

- Work Health and Safety
- Equal Employment Opportunity and Diversity
- Governance
- Drug and Alcohol Control Policy
- Manual Handling
- Hazard Identification
- Code of Conduct

Values and Behaviours

Penrith Performing & Visual Arts Ltd and staff support the following Values and Behaviours:

Integrity

- I am honest, ethical and maintain public trust
- I do what I say I'm going to do and I stand up for what I believe in
- I set a standard to be proud of amongst the community
- I do the right thing - even when no-one is looking

Selflessness

- I am willing to put others before me and assist them when needed
- I put the good of the organisation and the community above personal goals
- I support sustainability and cater for the wellbeing of future communities
- I uphold social justice principles

Accountability

- I take responsibility for decisions and actions, whatever the outcome
- I take responsibility for work, behaviour and how resources are used
- I ensure a safe and healthy workplace
- I take ownership of my work
- I operate within delegations

Honesty

- I tell the truth and correct misinformation
- I will refuse any bribes and I do not steal
- I trust in our relationships
- I ensure duties are undertaken in a lawful manner

Leadership

- I am creative and innovative
- I take responsibility and I am a good role model
- I inspire others in the organisation and community to be the best they can
- I have the courage to do the right thing
- I listen and communicate clear directions and actions

Impartiality

- I am always fair and treat people equally
- I am understanding and act objectively
- I separate personal interests from work responsibilities
- I base all decisions on merit and facts I am consistent in the application of processes

Openness

- I am transparent and straight-forward
- I am able to discuss problems or concerns and give reasons for decisions
- I share information appropriately
- I am obliged to report wrong-doing

Values and Behaviours

Respect

- I treat others fairly and objectively
- I value and accept other people's differences
- I treat others with dignity, kindness and in the spirit of service
- I treat people how I would like to be treated
- I recognise the worth of individuals