

POSITION DESCRIPTION

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| Position Title: | Venue Assistant – Front Of House & Bar Operations |
| Award / Level: | Live Performance Award (LPA MA000081) – Level 5 |
| Department: | Joan Sutherland Performing Arts Centre – Venue Services |
| Type: | Part Time – 30 hours |

Position Purpose

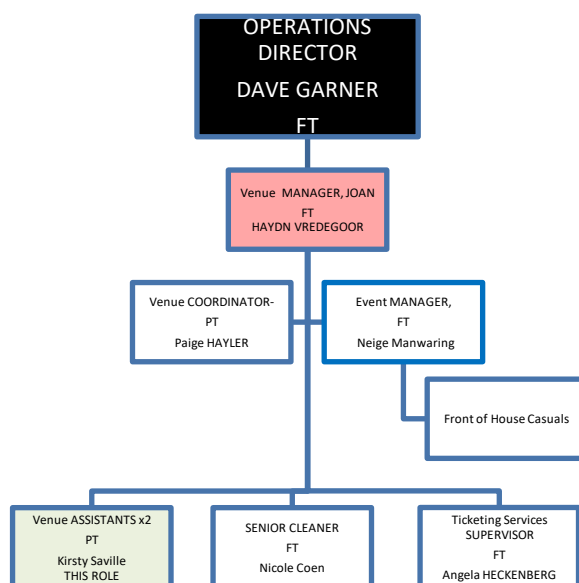
Reporting to and supporting the Senior Venue Manager within PP&VA's Venue Services team, the Venue Assistant is a people leader role across the Front of House team with a focus on Coordinating and Managing Events at The Joan. Assisting the Senior Venue Manager, the role leads a team of Front of House casual staff and works closely and collaboratively with the Events Manager and the Ticketing Services Supervisor.

With a strong sense of providing, modelling and leading exceptional customer service, along with a keen eye for venue aesthetics and amenity, this role requires a professional and friendly approach to team leadership as well as a practical, solutions-based work ethic.

In addition to the venue-centric responsibilities of the role, other responsibilities include:

- Management of the Venue bars – coordinating training, procurement, stocktake and managing the service;
- Assisting in all aspects of the Venue and Event Coordination;
- Acting as an event coordinator to run shows and events;
- Assisting the venue in a customer service capacity as required through Box Office, Conservatorium and Studio Q.
- Overseeing cash handling.
- Ensuring 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. TEAM LEADERSHIP AND CUSTOMER EXPERIENCE

Major Actions

Front of House Supervision

- Act as leading Venue Supervisor for performances and events
- Instruct casual Front of House staff in all aspects of ushering, emergency procedures, venue supervision, box office, bar and Work Health and Safety
- Model, lead and coach the team to uphold strong customer service and public safety
- Undertake ticketing tasks - including sales across all areas including Penrith Conservatorium, Studio Q, subscriptions and performances as well as other tasks as required.
- Coordinate team to complete set up/set down of rooms for upcoming events and hires
- Utilise practical knowledge of banking, cash handling (petty cash, float, bar), reconciling and database entries to manage those areas of front of house
- Ensure front of house is a clean, welcoming and safe environment at all times and follow all established procedures, safety protocols and alarm activation/deactivation to ensure security and safety of site
- Brief and lead team through relevant WHS considerations per event and ensure ongoing team compliance with relevant company policies and legislation
- Report incidents in accordance with set procedures (injury, hazard, theft, damage) and in line with PP&VA WHS policy and protocols
- Act as Chief Warden in the event of emergency.

Performance Measures

- Ongoing customer satisfaction and lack of incidents or complaints
- Accurate sales and efficient coverage across all Venue Services areas
- Clear communication between departments and teams
- Effective management and resolution of incidents and potential breaches of policies and legislative requirements
- Emergency procedures known and acted on in line with policies
- Ongoing effective handover of shift information to Venue Manager
- Accurate cash handling and reconciliation including petty cash and cash floats

2. Event Coordination

Major Actions

- Manage events within the venue, inclusive of theatre, meetings and concerts
- Assist Venue Manager and Events Manager in responding to enquiries and event execution.
- Being the lead point of contact for venue hire clientele on the day of the event
- Liaise with hirers to ensure their time at the Joan is enjoyable and successful
- Lead and interact with all stakeholders observing tact, respect, and confidentiality
- Manage the bars ensuring appropriate training and supervision. Responsibility for stocktake and stock procurement, along with additional promotions and additional revenue ideas with support of the Senior Venue Manager

Performance Measures

- Practical knowledge and expert use of all event processes in accordance with set procedures
- Seamless and effective time management of events
- Happy and productive team
- Efficient and effective use of resources
- Continuous improvement of PP&VA processes and procedures

| Key Result Areas |
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| <p>3. VENUE ADMINISTRATION</p> <p>Major Actions</p> <ul style="list-style-type: none"> • Act as relieving Events Manager when Events Manager is on leave • Assist Senior Venue Manager and Venue Coordinator in responding to hire enquiries, quoting and event execution • Liaise with hirers to ensure their hiring experience is enjoyable and successful • Oversee and ensure accurate completion of all bar related reconciliation and relevant paperwork • Lead and interact with all stakeholders observing tact, respect and confidentiality <p>Performance Measures</p> <ul style="list-style-type: none"> • Practical knowledge and expert use of all Venue Services systems and processes in accordance with set procedures • Seamless and effective leadership of the Venue Services team • Happy and productive team • Efficient and effective use of team resources • Continuous improvement of PP&VA processes and procedures |
| <p>1. Customer Service</p> <p>Major Tasks</p> <ul style="list-style-type: none"> • 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 <p>Performance Measures</p> <ul style="list-style-type: none"> • 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 |

2. 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

3. 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

- Demonstrated employment experience in a similar position – performing arts / events / tourism & hospitality.
- Demonstrated experience in the processes involved in carrying out diverse events from end to end
- 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, ability to multitask, maintain confidentiality, problem solve, work with accuracy and ability to work independently.
- Current Working with Children Check
- Current First Aid Certificate or willingness to acquire
- Current Drivers licence

Desirable

- 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 Front of House 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

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