



City of  
Norwood  
Payneham  
& St Peters

# CASUAL THEATRE ASSISTANT

## POSITION & PERSON DESCRIPTION

September 2022

### GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *CityPlan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

|                                     |   |
|-------------------------------------|---|
| <b>DEPARTMENT:</b>                  | Chief Executive's Office  |
| <b>UNIT:</b>                        | Arts, Culture & Community Connections   |
| <b>SECTION:</b>                     | Norwood Concert Hall  |
| <b>ORGANISATIONAL RELATIONSHIP:</b> | <p>This position reports to the Manager, Arts, Culture &amp; Community Connections through the Venue Manager, Norwood Concert Hall.</p> <p>The Position is also expected to work in collaboration with the Events Staff and Hirers.</p> |
| <b>DIRECT REPORTS:</b>              | Nil   |
| <b>AWARD &amp; CLASSIFICATION:</b>  | <p><i>South Australian Municipal Salaried Officers Award</i> and the <i>City of Norwood Payneham &amp; St Peters' Municipal Officers Enterprise Agreement</i></p> <p>General Officer, Level 1</p>                                       |

### OVERVIEW

The Norwood Concert Hall, caters for events of all sizes, including Adelaide Festival productions, international acts, product launches, school concerts, cabaret acts, grand balls and weddings.

The Casual Theatre Assistant undertakes a number of operational activities such as ushering, event set up and other front of house activities to ensure the effective and efficient delivery of events and hires held at the Norwood Concert Hall.

## **ORGANISATIONAL VALUES**

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

|                                |  |
|--------------------------------|--|
| <b><i>Our People</i></b>       | We are passionate, committed, empowered and accountable and we recognise the contribution of others.                               |
| <b><i>Working Together</i></b> | A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done. |
| <b><i>Leadership</i></b>       | Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.                         |
| <b><i>Excellence</i></b>       | We strive for excellence in everything we do and we encourage innovation and quality.  |
| <b><i>Integrity</i></b>        | We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.     |
| <b><i>Service</i></b>          | We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.                  |



## **POSITION OBJECTIVES**

The position of casual theatre assistant is required to assist theatre hirers in the set-up of their productions, act as front-of-house during performances and operate bar facilities.

## **KEY RESULT AREAS**

- *Operational Responsibilities*
  1. Front of House & Hire Set Up
  2. Bar Operations
  3. General Duties & Responsibilities
  
- *Organisational Responsibilities*
  1. Corporate Governance
  2. Environmental Sustainability
  3. Work Health & Safety and Injury Management
  4. Organisational Values

## **OPERATIONAL RESPONSIBILITIES Key Responsibilities & Key Tasks**

### **1. FRONT OF HOUSE AND HIRE SET UP**

- Ushering of patrons pre and post event.
- General supervision of patrons during performances, including management of latecomers.
- Responding positively to feedback in line with Company policies.
- Cleaning and tidying of internal and external venue areas pre, during and post event.
- Assist during bump in, bump out, rehearsals and performances.
- Function set up and clearing post-event (manual handling required).

#### **Performance Indicators**

- Patrons are assisted in a helpful and polite manner pre-event, during and post-event.
- The venue is maintained in a clean and tidy state.

### **2. BAR OPERATIONS**

- Serving the full range of bar products in an efficient and professional manner in accordance with RSA requirements.
- Applying Council procedures and processes relating to bar operations and cash handling at all times.
- Setting up for special events and functions, operation of temporary bars and clearing up post-event (manual handling required).
- Cleaning of bar facility and equipment.

#### **Performance Indicators**

- Patrons are served in accordance with RSA requirements.
- Cash handling and bar operations are completed in accordance with Council procedures and policy.
- Bar is maintained in a clean and tidy state.

### **3. GENERAL DUTIES & RESPONSIBILITIES**

- Maintain the required standard of health and safety in venue during occupancy.
- Report any venue equipment damage or failure to management.
- Enquiries received from hirers, patrons, staff, management and other external parties are handled and resolved in a friendly, helpful and timely manner.
- Assist in the annual cleaning and general maintenance activities relating to the Concert Hall.

#### **Performance Indicators**

- Respond to all enquiries in a friendly, helpful and timely manner.
- The venue and equipment is well-maintained and any issues are reported in a timely manner.

## **ORGANISATIONAL RESPONSIBILITIES**

### **Key Responsibilities & Key Tasks**

#### **1. CORPORATE GOVERNANCE**

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a "customer first" approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Fair Treatment and Equal Employment Opportunity Principles in the workplace.
- Contribute to the organisation's continuous improvement program and the Organisational Strategy.
- Observe and uphold the Organisational Strategy in accordance with the Council's *CityPlan 2030: Shaping Our Future*.
- Pursuant to *Section 110* of the *Local Government Act*, observe and uphold the *Code of Conduct for Council Employees* and the Council's relevant Policies.
- Attend any training required in the position.

#### **Performance Indicators**

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with Fair Treatment and Equal Employment Opportunity Principles.
- Positive participation in the organisation's continuous improvement program, Organisational Strategy and required training courses.

#### **2. ENVIRONMENTAL SUSTAINABILITY**

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

#### **Performance Indicators**

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.

### **3. WORK HEALTH & SAFETY and INJURY MANAGEMENT**

- In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:
  - take reasonable care of your own health and safety; and
  - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
  - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
  - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
  - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
  - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
  - maintain their workplace in a tidy and safe condition;
  - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
  - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
  - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

#### **Performance Indicators**

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

### **4. ORGANISATIONAL VALUES**

- Observe and uphold the Organisational Values and conduct all affairs in accordance with *Our Values* at all times in the discharge of all responsibilities, accountabilities and outcomes.

#### **Performance Indicators**

- Compliance, observance and adherence to Organisational Values (Our Values) at all times.



## **PERSON SPECIFICATION**

### **QUALIFICATIONS AND/OR EXPERIENCE**

- A current Responsible Service of Alcohol certification (or willingness to obtain)
- First Aid Certificate (desirable)
- Previous experience in a customer service position (desirable)

### **KNOWLEDGE**

- Customer service knowledge.
- Responsible Service of Alcohol knowledge.

### **SKILLS**

- Ability to quickly build rapport with patrons to foster an enjoyable and harmonious environment .
- Organisational skills to ensure all Front of House tasks are completed in an efficient and timely manner.
- Ability to work under pressure.
- Ability to communicate, effectively with all types of customers and all levels of management people of various cultural and social backgrounds.

### **PERSONAL ATTRIBUTES**

- A commitment to internal and external customer service demonstrated through the provision of timely, reliable and accurate advice on matters within the area of responsibility.
- Demonstrates an ability to remain calm and professional when dealing with aggressive and/or difficult people.
- A willingness to adopt different approaches in order to achieve results, accepts changes in job role in a positive manner.
- Demonstrates an ability to cope with the issues concerning a wide variety of people and service delivery areas, while maintaining professional objectivity and integrity.

### **DELEGATION & AUTHORITY**

- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.

## **JOB REQUIREMENTS**

- National Criminal Record (Police) Clearance with no adverse findings.
- Work Health & Safety (WHS) Competencies and training requirements include:
  - Sun Smart UVR (induction)
  - Personal Protective Equipment Awareness (induction and every five (5) years)
  - Prevention of Falls Awareness (induction and every five (5) years)
  - Hazardous Chemicals Awareness (induction)
  - Electrical Safety (induction and every five (5) years)
  - Drugs & Alcohol Awareness (induction)
  - Environmental Hazards General Awareness (induction)
  - Hazardous Manual Tasks Awareness (induction and every three (3) years)
  - Fatigue Awareness (every five (5) years)
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.

**CASUAL THEATRE ASSISTANT  
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September 2022**



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**DATE CURRENT INCUMBENT APPOINTED:**

**DATE CURRENT INCUMBENT TO COMMENCE:**

**AGREEMENT:**

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Casual Theatre Assistant.

**APPROVED BY:**

\_\_\_\_\_  
Mario Barone PSM  
**CHIEF EXECUTIVE OFFICER**

\_\_\_\_\_  
Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Casual Theatre Assistant has been read and agreed to by

\_\_\_\_\_  
**CASUAL THEATRE ASSISTANT**

\_\_\_\_\_  
Date

# Our Values Behaviour Statements

**Our People**  
We are passionate, committed, empowered and accountable and we recognise the contribution of others.

**Working Together**  
A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

**Leadership**  
Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

**Excellence**  
We strive for excellence in everything we do and we encourage innovation and quality.

**Integrity**  
We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

**Service**  
We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

## Individual Behaviour

### Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

### Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

### Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

### Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

### Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

### Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

## Organisational Behaviour

### Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

### Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

### Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

### Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

### Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

### Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.



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# Service Behaviours and Capabilities

Our People demonstrate the following service behaviours and use the capabilities to train, develop and focus our skills to ensure we are equipped to provide excellent service

|  | Behaviours   | Capabilities   |
|--|--|--|
| <p><b>One Council working together</b></p> <p>We believe that by working together seamlessly we provide an outstanding experience</p>                              | <ul style="list-style-type: none"> <li>• I will collaborate to get better outcomes</li> <li>• I will deliver in a mutually agreed timeframe</li> <li>• I will reflect on how my actions contribute to the whole experience</li> </ul>                        | <ul style="list-style-type: none"> <li>• Understanding of Systems Thinking and the impact of your actions and decisions</li> <li>• Role clarity and understanding your role and the role of others</li> </ul>  |
| <p><b>Own the experience</b></p> <p>We know that service we provide is outstanding because each of us owns the whole experience from initiation to the outcome</p> | <ul style="list-style-type: none"> <li>• I will put myself in the customer's shoes which will guide my actions</li> <li>• I will be courageous to give the customer the best experience I can</li> <li>• I will follow up and follow through</li> </ul>      | <ul style="list-style-type: none"> <li>• Ability to be courageous in addressing customers' needs and trying new solutions</li> <li>• Emotional intelligence</li> <li>• Ability to follow up the service through the system</li> <li>• Active listening skills</li> </ul> |
| <p><b>Bring my best</b></p> <p>We know that we impact the people we are serving so we choose a positive impact every time</p>                                      | <ul style="list-style-type: none"> <li>• I will be professional and positive</li> <li>• I will ask for feedback and reflect on my service to improve</li> <li>• I will practice self-regulation, self-care and know when to ask for help</li> </ul>          | <ul style="list-style-type: none"> <li>• Skilled in giving and receiving constructive feedback</li> <li>• A commitment to stay up to date in technical skills and knowledge</li> <li>• Employs strategies to maintain personal and professional resilience</li> </ul>    |
| <p><b>Be adaptable</b></p> <p>We know who we are serving and adapt our style to deliver what they need</p>   | <ul style="list-style-type: none"> <li>• I will ask enough questions to understand what service is needed</li> <li>• I will adjust my approach to suit the situation</li> <li>• I will be proactive, consider alternatives and creative solutions</li> </ul> | <ul style="list-style-type: none"> <li>• Skilled in being agile and adaptable</li> <li>• Ability to look for alternatives for best outcomes</li> </ul>   |
| <p><b>Keep it simple</b></p> <p>We remove barriers and blockers that get in the way of outstanding service</p>   | <ul style="list-style-type: none"> <li>• I will use language that is easy to understand</li> <li>• I will actively listen and stay focused on the situation at hand</li> <li>• I will offer relevant answers and solutions</li> </ul>                        | <ul style="list-style-type: none"> <li>• Ability to communicate well and use positive and constructive language</li> </ul>   |

