

VENUE ATTENDANT (CASUAL) POSITION DESCRIPTION

Department: Community Development
Unit: Arts, Culture & Community Connections
Section: Norwood Concert Hall
Reports To: Norwood Concert Hall Coordinator

During shifts, this position will report to either the Norwood Concert Hall Theatre Supervisor or the Venue Supervisor, whoever is rostered on during each shift.

Direct Reports: Nil.

Classification: Local Government Tourism, Hospitality & Retail Award
 Food & Beverage Assistant

Special Conditions: Rostered shifts will coincide with scheduled events, which can occur on weekdays, evenings, or weekends.

PURPOSE

The City of Norwood Payneham & St Peters operates the Norwood Concert Hall as a venue for hire for commercial, not-for-profit and community organisations. With a capacity of 797 people (seated), the venue hosts a range of arts, cultural, commercial, and community events.

The Venue Attendant's (casual) primary responsibility is to ensure a safe and welcoming experience is provided for venue hirers, production staff, artists, and guests.

KEY RESPONSIBILITIES

Venue Setup and Configuration

The Venue Attendant (casual) is required to:

- set up and configure seating, tables, and other related items (manual handling required);
- follow venue opening and closing procedure, as directed by the Venue Supervisor;
- ensure the venue is well presented pre, during and post event; and
- assist venue hirers and production staff to access what they need to setup, deliver and bump out their event.

Front Of House

The Venue Attendant (casual) is required to:

- under the direction of the Venue Supervisor coordinate with other venue staff to provide quality customer and "front-of-house" service;
- monitor for and report hazards, ensure emergency exits are clear and assist with evacuations as required; and
- provide ushering service for scheduled events.

Bar Operations

The Venue Attendant (casual) is required to:

- handle the preparation and serving of alcoholic and non-alcoholic beverages, ensuring a positive and efficient bar experience for guests; and
- maintain a clean and organised bar service.

General Duties & Operations

The Venue Attendant (casual) is required to:

- report any building and venue equipment damage or failure to the Venue Supervisor; and
- handle and resolve enquiries received from hirers, patrons, staff, management, and other external parties in a friendly, helpful, and timely manner.

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SELECTION CRITERIA

ESSENTIAL CRITERIA

- A current Responsible Service of Alcohol certification (or willingness to obtain).
- Previous experience in venue operations, front of house, event management, or customer service.
- First Aid training, including CPR (or willingness to obtain).
- Fire Warden (or willingness to obtain).
- Ability to quickly build rapport with patrons to foster an enjoyable and harmonious environment.
- Ability to work effectively as a part of a team while also being able to work independently and take initiative.
- Ability to work under pressure.
- Strong communication skills, including the ability to effectively communicate with a diverse range of people.
- Demonstrated ability to provide exceptional customer service, including a maintaining professionalism, patience, and an ability to handle customer enquiries and concerns effectively.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Department of Human Services (DHS) Working With Children Clearance
- 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.
- Complete training & attainment of skills applicable to the Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Adhere to Council policies, procedures, guidelines, and standards.
- Complete other duties as required.

WORK HEALTH & SAFETY (WHS) RESPONSIBILITIES

- All Workers Are responsible for:
- Prioritising safety in the workplace.
 - Taking reasonable care of your own health and safety, as well as others,' in line with Section 28 of the Work Health & Safety Act 2012.
 - Complying with legislation, policies, procedures and participating in WHS training.
 - Proactively identifying and reporting hazards, incidents, injuries, and property damage, using appropriate reporting systems.
 - Using tools and equipment correctly to protect the health and safety of yourself and others.
 - Ensuring you are medically and physically fit to undertake the requirements of your position.
 - Following reasonable safety instructions.
 - Not attending work while under the influence of alcohol, drugs or any substance that may impair your ability to work safely.

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WHO WE ARE



AGREEMENT

By accepting this position, you acknowledge and agree to the following:

- I have read and understood the requirements and expectations of this position description, and I confirm that I have the ability to fulfil the inherent position requirements;
- I accept that this position description is descriptive of the type of duties that I will undertake during my employment and is not intended to be all-inclusive;
- I accept that the organisation may require me to carry out any duties that are within the level of skills and competence expected of my classification level;
- I understand that the City of Norwood Payneham & St Peters may amend the position responsibilities to meet business and operational requirements as positions develop over time; and
- I accept my role in fulfilling the Council's Values and Strategic Goals.

APPROVED BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER
Date _____

READ & AGREED TO BY:

Insert Name of Incumbent.
VENUE ATTENDANT (CASUAL)
Date _____