

VENUE SUPERVISOR (CASUAL) POSITION DESCRIPTION

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

The Position is also expected to work in collaboration with hirers, production staff and venue contractors.

Direct Reports: Supervision of on duty Venue Attendants and Contractors

Classification: Local Government Tourism, Hospitality & Retail Award, Supervisor

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 bookings. With a capacity of 797 people (seated), the venue hosts a range of arts and cultural events aligned with the Council's strategic management plan, *CityPlan2030: Shaping Our Future*.

The Venue Supervisor leads venue operations and supervises casual venue staff and contractors during events.

KEY RESPONSIBILITIES

Pre-event

- Review bookings and event requirements to ensure all preparations meet hirer and venue expectations.
- Conduct pre-event briefing with staff and contractors to confirm roles, responsibilities and schedules.
- Facilitate site inductions for venue staff and contractors, ensuring familiarity with venue operations, safety procedures and venue protocols.
- Prepare the venue for use, ensuring all areas are clean, functional, and appropriately set up for the event.

Event Supervision

- Act as lead venue representative, serving as the primary point of contact for hirers, patrons and contractors.
- Supervise and co-ordinate front-of-house staff, bar staff and security personnel to ensure seamless event delivery.
- Provide proactive assistance and information to hirers, patrons and contractors, collaborating with front-of-house personnel, security, light & sound technician and bar staff to maintain high quality service standards.
- Maintain vigilance over the security and safety of hirers, patrons, staff and property, including identifying potential hazards, reporting issues to management as required.
- Respond responsibly and in accordance with procedures to emergency situations, including building evacuations, first aid incidents or disturbances, and act as a fire warden when necessary.
- Ensure all activities comply with the Council's Acting and Norwood Concert Hall's Work Health & Safety and Environmental Policies and Procedures.

Front Of House & Hire Set Up

- Ensure efficient ushering of patrons before, during, and after events.
- Monitor patron activity during performances, managing late arrivals and ensuring a positive experience.
- Responding constructively to feedback in alignment with the Council's policies.
- Coordinate tidying of internal and external venue areas pre-event, during the event and post-event.

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- Assist with bump in, bump out, rehearsals and performances as required.
- Oversee and support venue setup and post event reset, including manual handling tasks where required.

Bar Operations

- Conduct bar stocktake and ordering to maintain adequate stock and consumables.
- Operate bar facilities and accurately reconcile cash and EFTPOS transactions, adhering to Council's procedures.
- Manage and track the bar's inventory, assist in tracking consumption and identify trends.
- Maintain cleanliness of bar facilities and equipment in accordance with operational standards.

General Duties & Responsibilities

- Maintain required health and safety standards throughout venue occupancy.
- Report any equipment damage or failures promptly to management.
- Handle enquiries from hirers, patrons, staff, management and other external parties in a friendly, professional and timely manner.
- Submit WH&S incident reports as required, ensuring compliance with Council policies and procedures.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Previous experience in a similar role or at a minimum of two (2) years' experience in a supervisory role in an events or hospitality venue.
- A current Responsible Service of Alcohol certification and Responsible Person accreditation (or willingness to obtain).
- First Aid training, including CPR (or willingness to obtain).
- Chief Fire Warden (or willingness to obtain).
- A comprehensive understanding of regulatory compliance across food, liquor and WH&S along with the ability to apply these principles in the workplace.
- Proven problem-solving skills with creative and innovative approaches.
- Ability to build positive relationships with hirers, patrons, and colleagues to foster a professional and harmonious environment.
- Strong organisational and management skills, ensuring efficient front of house operations.
- Excellent communication skills, both written and verbal, with diverse audiences and all levels of management.
- Commitment to high quality customer service, remaining professional and calm under pressure.
- Collaborative team player who values input, contributes to team goals, and adapts to changing priorities.

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.

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- 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 SUPERVISOR (CASUAL)
Date _____