

Cultural Venues - Front of House Supervisors (Casual)

Burdekin Shire Council is currently seeking applications for casual Front of House (FOH) Supervisors. The position is responsible for front of house operations, including casual and volunteer staff, for events at Council's Cultural Venues. The Front of House Supervisor will be responsible for coordinating all front of house event requirements, ensuring the delivery of a customer focused, industry best practice service.

The key responsibilities include:

- Provide exceptional customer service to all clients to promote and maintain a positive organisational image within the community.
- Ensure that the venues Covid Safe Plan is adhered to.
- Ensure all event personnel have the up-to-date requirements for the event.
- Liaise with the Friends of the Theatre to ensure that they have all the correct details for the upcoming event.
- Prepare and ensure the venue is ready for opening to the public.
- Ensure event times are met and the event runs smoothly.
- Ensure the venue is maintained and presented to a high standard during the event.
- Supervise bar and catering operations during the event.
- Supervise ticketing operations during the event.

Applicants should familiarise themselves with the entire position description.

The hourly rate for this position is \$27.22 plus the applicable casual loading.

Applications for **20/35 – Cultural Venues – Front of House Supervisors (Casual)** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria
- Copies of relevant qualifications and licences

Applications can be submitted using one of the following methods (Word or PDF format is preferable):

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 20/35, PO Box 974, Ayr Qld 4807

Applications close on Monday, 17 August 2020 at 5.00pm.

For further information please contact Christopher Patrick – Cultural Venues Manager on (07) 4783 9800.

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It is essential to respond to each criterion explaining how you have demonstrated each skill or quality and including examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

Essential

1. Demonstrated experience in a customer service role including money handling duties.
2. Demonstrated ability to work well within a small team, with a diverse range of customers and with the public including children.
3. Class C driver's licence.

Desirable

1. Current First Aid Certificate.
2. SITHFAB002 – Provide Responsible Service of Alcohol.

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Position Number	10024
Certified Agreement	Burdekin Shire Council Enterprise Bargaining Agreement
Award	Queensland Local Government Industry (Stream B) Award – State 2017
Award Descriptor Group	Local Authority Theatres
Award Descriptor Level	Front of House Coordinator
Reports To	Cultural Venues Manager
Place of Employment	Cultural Venues

Position Objective

This position is responsible for front of house operations for events held at Council's Cultural Venues including directing volunteers and employees in their respective roles.

They will provide exceptional customer service to patrons of Council's Cultural Venues by assisting them with ticket purchase, information regarding forthcoming events, venue housekeeping, ensuring the venues workplace health and safety plans are adhered to and oversee operations as the venue supervisor.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Provide exceptional customer service to all clients to promote and maintain a positive organisational image within the community.
- Ensure that the venues Covid Safe Plan is adhered to.
- Ensure all event personnel have the up-to-date requirements for the event.
- Liaise with the Friends of the Theatre to ensure that they have all the correct details for the upcoming event.
- Prepare and ensure the venue is ready for opening to the public and opens on time.
- Ensure event times are met and the event runs smoothly.
- Ensure the venue is maintained and presented to a high standard during the event.
- Ensure client requests are met in accordance with the venues policies.
- Supervise bar and catering operations during the event.
- Supervise ticketing operations during the event.
- Manage customer requests during the event.
- Ensure all licencing and venue policies are observed and followed during the event.
- Perform other duties as requested by management which are within the abilities of the position and which contribute to the overall efficient operation of the venue.

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- Liaise with technical staff to ensure correct procedures are followed in regards to performance times and door opening schedules.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Employees Award and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

A Front of house coordinator is an employee who, in addition to other front of house duties, is responsible for the coordination of Front of House staff and the efficient functioning of the front of house services during productions.

Position Requirements**Knowledge**

- Knowledge of the principles of customer service in the entertainment industry.
- Working knowledge of Work Health and Safety regulations.
- Knowledge of Covid Safe Plan restrictions.
- Basic knowledge of cash balancing procedures.
- Knowledge of the Queensland Liquor Act.
- Knowledge of bar operations.
- Knowledge of catering operations.
- Knowledge of ticketing software.
- Knowledge of the Queensland Food safety Act.
- Knowledge of general Front of House operations.

Skills

- Basic clerical skills.
- Service orientation skills.
- Oral communication and interpersonal skills.
- Money handling and cash balancing skills.
- Balancing and processing EFTPOS sales.
- Teamwork skills.
- Time management skills.
- General Front of House operations for a venue.
- Well-developed problem solving skills.
- Conflict Resolution.

Abilities

- Apply customer service skills to the work area.
- Ability to work autonomously with general instructions from supervisor.
- Ability to learn and operate the ticketing software.
- Ability to manage challenging problems and people.

Other Requirements

- Personal characteristics of integrity, commitment, honesty and personal presentation.
- Apply conditions of confidentiality to all work-related documents, situations and information.

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- Willingness and ability to undertake training to acquire and maintain qualifications.
- Wear appropriate standard of dress including footwear to suit the event or production.

Experience and Qualifications

- Experience in a similar role of customer service.
- Front of House management experience.
- Class C driver's licence.
- First Aid Certificate.
- SITHFAB002 – Provide Responsible Service of Alcohol.

Core Competencies

These competencies relate to positions at Level 3 of the Queensland Local Government Employees Award:

Teamwork

- Participate in team-based activities.
- Respect other team members.
- Complete the tasks allocated to you.
- Know the team goals, parameters, and major issues.
- Work within the parameters.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.

Communication

- Write in a way that your reader can understand.
- Listen and speak clearly to your colleagues and customers.

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.
- Suggest improvements through the customer request system.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.

Cultural Venues - Front of House Supervisor**Work Health and Safety**

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures and ensuring they are captured in the authorised recordkeeping system, Technology One - Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines and Operational Standards and as amended from time to time.