

POSITION DESCRIPTION

Position Title:	Front of House Officer	Directorate:	Community & Customer Services
Position Number:	100720	Department:	Community
Employment Status:	Casual	Section:	Arts & Culture
Employment Type:	Casual	Location:	Moonah Arts Centre
Classification:	Schedule A, Salary Point 5		
Reports to:	Coordinator Arts & Culture		

PRIMARY PURPOSE:

This role is responsible for the delivery of front of house, hospitality services and emergency management for the Moonah Arts Centre (MAC) and its hirers at events and activities as required.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Front of House Officer** reports to the **Operations Officer** and the **Coordinator Arts & Culture** for all operational and management matters.
- The role is a contributor to the Arts & Culture Team and will liaise with employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the general public, ratepayers, residents, visitors, artists, performers, musicians, technicians, arts and performance companies, festivals, cultural producers, community groups and organisations, special advisory committees, schools, colleges and contractors to the City of Glenorchy.

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Front of House Operations	<p>The delivery of front of house, technical advice and assistance, and risk management for the MAC and its hirers in the delivery of its program of activities and events, by:</p> <ul style="list-style-type: none"> • As directed, prepare the MAC for public events and activities • Provide quality hospitality and customer service to maximise customer satisfaction to visitors and hirers • Provide up to date MAC event information to members of the public • Maintain presentational standards of all public areas and spaces, considering professional and current techniques • Be the responsible officer and building warden at events and activities including after-hours events as required • Oversee the operation of the MAC bar and hospitality during events • Work in collaboration with the Arts & Culture team on the delivery of MAC activities as required • Oversee, volunteers, centre users, contractors and others to ensure the safe and effective delivery of events at MAC • Work as part of the Arts & Culture team to ensure the smooth operation of the events at MAC

Work Health & Safety	<ul style="list-style-type: none"> • Meet all statutory, legislative, legal, risk management and policy requirements associated with the delivery of the activities and projects of the MAC and its programs • Identify, analyse and control the risks associated with the operational requirements of the position
Customer Service	<ul style="list-style-type: none"> • Provide guidance and support to other Council staff and community groups and organisations in the delivery of activities and events at the MAC • Identify and respond to the needs of customers at the MAC and within the activities of this program • Promote the positive image of Council as a whole • Ensure that a high standard of customer service is maintained to both internal and external customers • Engage, listen to and act where appropriate on feedback from our customers • Implement, evaluate and continuously improve quality systems and processes for the section
General	<ul style="list-style-type: none"> • Evaluate and report on completed events and activities • Assist in the achievement of agreed outcomes consistent with department business plans and budgets particularly relating to the Arts & Culture programs • Perform other duties as directed
Organisational Responsibilities	<ul style="list-style-type: none"> • Support and adhere to Council's policies and procedures, code of conduct and relevant acts • The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:

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KEY SELECTION CRITERIA:

1. Completion of Year 12, with 2 to 3 years practical experience working in either hospitality, arts based or performance venues
2. Will have proven experience in a hospitality, customer service and/or venue front of house management, with the ability to manage multiple actions with competing deadlines to meet customer expectations
3. Experience and knowledge of venue and event risk management
4. Demonstrated ability to work as part of a team and autonomously on specific projects
5. Holds a current Responsible Service of Alcohol certificate, First Aid and a Working with Vulnerable Person's check

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Manager Name:			
Manager Signature:		Date:	
Director Name:			
Director Signature:		Date:	

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	