

Position Description

Position Title:	Casual Commissionaire
Directorate:	Planning & Regulatory
Service Unit:	Cultural Facilities
Salary Point:	SP4
Position Reports To:	Senior Commissionaire
Staff Management:	None
Budget Responsibility:	None
Date PD Reviewed:	February 2017

Organisation Context of Position
<p>The City of Newcastle employs over 900 staff and is responsible for a local government area of 187km². Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses 5 Directorates:</p> <ul style="list-style-type: none"> • Governance • Strategy and Engagement • People and Culture • Infrastructure and Property • City Wide Services <p>The purpose of the City Wide Services Directorate is to:</p> <ul style="list-style-type: none"> • Ensure CN's range of services and servicing for the community and visitors is consistently maintained at a high level throughout and across CN. • Facilitate a high level of community connection across and on behalf of CN. • Ensure services are set at a level that is clearly articulated to the elected CN and which are financially sustainable. • Set a benchmark for the organisation of exemplary customer service. <p>The Service Units and Elements that form the City Wide Services Directorate are:</p> <ul style="list-style-type: none"> • Art Gallery (Service Element) • Museum (Service Element) • Civic Services • Libraries & Learning • Customer Service • Waste Services • Parks & Recreation

Workplace Health & Safety	
WHS RAA Level	Level
For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the	

WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.

Position Responsibilities

- Provide for all Newcastle Venues and across all hours of operation the necessary safety supervision, emergency response and control for events including, when rostered, undertaking the role of Chief Warden, communication Officer or Area warden. This includes liaising with Emergency Services and CN Management.
- Provide security and access control for Newcastle Venues facilities and events including but not limited to; responsible service of alcohol (RSA) oversight, contributing to devising and implementing security plans for events, unlocking lock up of premises, security escorting for staff and visitors, internal and external patrolling, assisting and assuring cash clearances, operational reporting and liaison with external authorities (e.g. police, emergency services) , liaising with external security providers and supervising their personnel when on site, monitoring and responding to radio, mobile phone, alarm systems and any other security requirements in line with licensing and training standards achieved.
- To be at the forefront of delivering responsive and timely high quality customer service and internal liaison including: meeting, greeting, responding to inquiries; taking tours and performing official duties; advising and referring on event and function related matters of potential and existing clients, Newcastle venues suppliers (e.g. catering, audio visual providers, decorators etc.), Lord Mayor, Councillors, dignitaries, the public and fellow CN employees.
- Provide cleaning and venue presentation services in line with established standards, including identifying and reporting any safety and maintenance issues and them assisting with remedial actions as required.
- Perform and prioritise tasks without direct supervision. Active participation in competency based training and assessment program to meet the requirements of the position.
- Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence and training.

It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position. Relevant Criminal History, Apprehended Violence Orders and prior employment checks, including relevant disciplinary proceedings, will be conducted on recommended applicants.

Position Selection Criteria

Essential

1. High level Customer Service skills and experience, including communication and conflict resolution.
2. Knowledge of workplace WH&S requirements and ability to work as a part of a team.
3. Security Operations Licence 1A.1C. and Class C Drivers Licence
4. Experience in high quality commercial cleaning practice and demonstrable room presentation skills.
5. Appropriate level of physical fitness to cope with the manual handling duties of the position.
6. Computer software and IT network skills (e.g. Word for Windows, Excel, Email and Web browsing).

Desirable

1. Working knowledge of lighting, sound and audio–visual equipment and or relevant tertiary qualifications.
2. Relevant experience in hospitality and entertainment industry venue operations.
3. Ability to prepare and complete standard and short reports in respect of areas of responsibility.