**Position Description**

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| **Position title:** | **Commissionaire - Casual** |
| **Work location:** | Newcastle Venues: City Hall and other CN owned venues as required |
| **Directorate:** | Creative & Community Services |
| **Reports to:** | Senior Commissionaire |
| **Direct reports:** | Nil |
| **Salary Point:** | SP4 |
| **Decision making:** | Level 6 Management Hierarchy |
| **Date revised:** | July 2022 |

**Council Overview**

City of Newcastle employs over 1,200 staff and is responsible for a local government area of 187km. Newcastle is both the cultural and economic centre of the Hunter region. Our organisational structure consists of four directorates, each linked to the four themes of our Community Strategic Plan (CSP):

1. City Infrastructure
2. Corporate Services
3. Creative and Community Services
4. Planning and Environment

The Civic Services Service Unit is part of Creative & Community Services Directorate, and this role reports to the Senior Commissionaire.

**What’s it like working at the City of Newcastle?**

We are focused on making a difference in our community and achieving our vision of***creating a liveable, sustainable, inclusive global city***. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers its employees the opportunity to develop in their current role, grow into future opportunities and reach their full potential.

Our organisation’s values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making as well as our day-to-day interactions.

We value diversity of thought, and we focus on equity in the workplace. We are committed to creating an inclusive workplace culture where everyone feels respected, safe, and valued so they can be themselves and fully contribute their opinions and perspectives to the success of the organisation.

**What’s the focus of this position?**

Deliver event and venue operations within City Hall, levels 1 and 6 of 12 Stewart Avenue, Fort Scratchley Function Centre and event / meeting spaces in other locations as required. The role will be responsible for delivering events and supporting event delivery and venue operations.

**What you will be doing:**

**Emergency Management**

* Act as the Warden, Communication Officer, Area Warden and First Aid Officer during an emergency.
* Under the guidance of the permanent Commissionaire, liaise with CN Leadership, emergency officers, direct employees, external hirers and patrons in the event of an emergency situation.
* Make decisions in the interest of all employees, patrons, external hirers in the event of an emergency.
* Provide First Aid as required.
* Assess emergency situations and make appropriate decisions on how it will be managed.
* Report emergency situations to management.

**Security**

* Act as the Security Officer
* Respond and manage any escalated security issues that arise.
* Monitor the venue to identify, manage and resolve any security matters that arise.
* Determine whether patrons present a security or health and safety risk and then manage accordingly.
* Provide cash security as required.
* Monitor and operate alarms and other security systems.

**Health and Safety**

* Responsible for the health and safety of all employees, patrons, external hirers within the relevant building whilst on shift.
* Identify, manage, report, and resolve any health and safety issues that arise during the shift.
* Complete required reporting at the completion of events
* Participate in toolbox talks.
* Complete all inductions for staff, visitors, contractors, hirers as required.
* Proactively participate in WHS workplace inspections, including both regular scheduled inspections.

**Customer Service**

* Provide exceptional customer service.
* First point of contract for customers and direct as required.
* Troubleshoot issues as they arise.
* Ensure customers are being met during the running of an event.

**Venue Operations**

* Provide cleaning and venue presentation services in line with established standards, including identifying and reporting any safety and maintenance issues.
* Undertake routine maintenance tasks related to cleaning and presentation.
* Maintain records of asset condition and contribute to asset maintenance planning and delivery.
* Effectively operate air conditioning and other building systems, and troubleshoot any issues that arise within the building.

**Event Delivery**

* Set furniture, AV and staging requirements to the expectations of the customer, based on information in the Event Management system, floor plans and event briefings.
* Interpret and understand client needs, manage the event to ensure the best possible customer experience in all the circumstances.
* Take the lead during events to ensure smooth event delivery for clients and their guests, working collaboratively with contracted caterers, AV suppliers and technical services.
* Record and report on event outcomes to identify issues and remedy for future events.

**Civic Duties**

* Provide event setup and security for City of Newcastle Civic functions, including
  + Council meetings in City Hall and the City Administration Centre
  + Ceremonies and Council functions in Civic Park or other location as required.
* Perform and prioritise tasks without direct supervision.
* Maintain skills and competencies to meet the requirements of the position, including identifying skill gaps if any and requesting and participating in training and professional development.

Other

* Support the broader team and step in to assist as required.
* Any other accountabilities or duties as directed by the Manager which are within the employee’s skill, competence, and training.

**The essentials you’ll need:**

* Security Operations Licence 1A.1C (or willingness to obtain))
* Knowledge of Health, Safety, Security and Emergency Management Obligations for large functions.
* First Aid Certificate (or willingness to obtain prior to commencement)
* Previous experience in applying First Aid, including the ability to use a defib
* Previous experience in delivering health and safety, security and emergency management during large functions.
* Ability and confidence to work independently, problem solve and make decisions in a high pressured situation.
* Ability to work across multiple functions in a large function space
* Fire Warden Training (and other relevant Emergency Management training)
* High level Customer Service skills and experience, effective communication skills and an inclusive and non-judgemental attitude.
* High level organisational skills and the ability to prioritise multiple tasks with competing deadlines in a fast – paced environment.
* Appropriate level of physical fitness to complete the manual handling requirements of the position (including the ability to walk up and down stairs, squat, lift up to 20kg, kneel)
* Technical competence in Function and Event audio–visual set up and operation.
* Computer skills sufficient to operate CN software and systems, contribute to and access event running information and reporting.
* Negotiation and conflict resolution skills, Professional personal presentation, and demeanour
* Self-motivated, reliable and demonstrated ability to work collaboratively in a team environment.
* Class C Drivers Licence

**Other valuable skills you may have:**

* Experience in high quality commercial cleaning practice and demonstrable room presentation skills.
* Relevant experience in hospitality and entertainment industry venue operations.
* Traffic control ticket

**We’ll encourage you along the way**

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

*I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.*

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| **Employee Name:** |  |
| **Employee Signature:** |  |
| **Date:** |  |