

POSITION DESCRIPTION

FRONT OF HOUSE OFFICER

POSITION NUMBER	CCD025
DIRECTORATE	Community & Culture
SECTION	Programming and Operations
REPORTS TO	Team Leader Entertainment Centre Operations
DIRECT REPORTS	Nil
GRADE	5
CONDITIONS OF EMPLOYMENT	Local Government (State) Award 2020
DATE PREPARED	June 2018
DATE LAST UPDATED	April 2021

1. PURPOSE OF THE POSITION

The Front of House Officer carries out venue set-ups, point-of-contact customer service and kitchen-hand duties for Hurstville Entertainment Centre, Senior Citizens Centre, Kingsgrove Community Centre, Mortdale Community Centre and Georges River Council Civic Centre.

2. KEY ACCOUNTABILITIES

- 2.1 Oversee and monitor client events at all times whilst events are in progress.
- 2.2 Provide excellent customer service at all times.
- 2.3 Ensure safe use of the venues during events.
- 2.4 Liaise with relevant staff and contractors for production and maintenance requirements of the venues equipment.
- 2.5 Meet clients' requirements for venue layouts, presentations and production services.
- 2.6 Ensure technical requirements have been established prior to every event.
- 2.7 Be the venue contact for clients and relevant stakeholders including emergency services.
- 2.8 Supervise relevant staff that may be present (cleaners, security, F&B staff).
- 2.9 Assist with catering.
- 2.10 Ensure the Responsible Service of Alcohol during events.
- 2.11 Assist in setting up events as required (furniture and AV equipment).
- 2.12 Assist with serving in refreshment bar and as required for HEC events.
- 2.13 Provide access to the venues for clients, staff and users and lock and alarm venues after use.
- 2.14 Other duties as directed by the supervisor or manager.

3. WORKPLACE HEALTH AND SAFETY

'There is always time to work safely'. We all have a responsibility for Workplace Health and Safety. All employees must observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Workplace Health and Safety.

4. MODEL CODE OF CONDUCT

Council's Model Code of Conduct sets out minimum standards of conduct that is expected of employees and which we must adhere to. Employees must be impartial and fair in dealings with residents, customers, suppliers, general public and with each other in order to retain trust, confidence and support.

5. EQUAL EMPLOYMENT OPPORTUNITY

Georges River Council wants to build a workplace free from discrimination and harassment. It is the responsibility of all employees to ensure that they treat all colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions.

6. COUNCIL'S POLICIES, MANAGEMENT GUIDELINES AND PROCEDURES

Comply with all Council's Management Guidelines, Policies and Procedures

7. CUSTOMERS

- 7.1 Provide effective service to Council customers and the community
- 7.2 Provide effective service to internal customers
- 7.3 Present a positive image of council

8. LIMITS OF AUTHORITY

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. Responsibilities are to be exercised in accordance with Council's Delegations of Functions.



9. SELECTION CRITERIA

Qualifications, Certificates & Licences

- 9.1 Certificate III in Hospitality or equivalent.
- 9.2 Current Drivers licence.
- 9.3 Current Criminal Check.

Essential

- 9.4 Demonstrated customer service experience and strong communication skills.
- 9.5 Ability to work flexible hours over a 7 day availability (Monday – Sunday).
- 9.6 An understanding of technical and production equipment for events.
- 9.7 Demonstrated experience and knowledge of WHS obligations.
- 9.8 Computer literacy.

Desirable

- 9.9 Manual handling training.
- 9.10 Cash handling experience.
- 9.11 Security Licence 1 (A) and 1 (C).
- 9.12 Accredited Food Handling Certificate.
- 9.13 Responsible Service of Alcohol Competency Card.
- 9.14 First Aid Certificate.

Physical Requirements

- 9.15 While performing the duties of the job, the employee is regularly required to maintain a prolonged standing / walking posture throughout the day. Sufficient mobility is required to enable the employee to negotiate stairs and ramps and move over surfaces that can be slippery and uneven. The employee must be able to lift and move furniture (e.g. chairs, AV equipment, projector screens).

