

Position description

Front of House Casual

Division:	Liveable Communities
Department:	Growth, Economic Development and Tourism
Reports to:	Manager MEC
Number of direct reports:	Nil
Location:	MEC Taree
Grade:	4
Employment status:	Casual
Hours of work:	Various
Date approved:	17/03/2022

Our Mission

“We deliver benefits for our community in a way that adds value and builds trust”.

Our Values

Organisational values are a critical component of our organisational culture. Council staff and management have created and adopted the following set of organisational values which help guide our decisions and behaviours.

Wellbeing	We value safety, security, health and happiness
Integrity	We are open, honest, accountable and take pride in all we do
Sustainability	We use efficiencies, innovation and cooperation to achieve sustainable results
Respect	We work together respectfully ensuring inclusion, equality and open communication

Position Overview

This position is a customer service role and involves a number of key duties in the operation of Front of House at the Manning Entertainment Centre. Front of House casuals will be required to undertake a variety of tasks including operation of the Box Office and Ticketing System, work as Ushers or Bartenders and assist other MEC staff with sales and marketing along with other tasks.

Key Accountabilities & Duties

- Operate the MEC Box Office and Ticket System.
- Serve and Usher patrons.
- Serve customers from ‘Ovations Bar’.
- Assist the Front of House Manager at show time.

- Be familiar with all MEC Front of House Procedures, Incident Reporting, First Aid, Ticket System and Ovations Bar operations, Responsible Service of Alcohol.
- Assist with mail outs, daytime shows, school shows and coordinate banking and floats.
- Assist with administration, marketing tasks and social media posts.
- Provide support to other members of the staff at the MEC and Growth Economic Development & Tourism from time to time.
- Work Health & Safety - All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation. Staff are also required to adhere to Council's relevant safe work instructions, policies and procedures.
- Equal Employment Opportunity (EEO) - All Council staff are required to adhere to Council's EEO policies and procedures.
- Delegations - All Council staff are required to comply with the financial and operational delegations issued to them as per Council's delegations register.
- Other duties within the employee's skill, competence and training level, as required to meet business needs.

Selection Criteria





1. Demonstrated Customer service experience and focus.
2. Demonstrated ability to acquire knowledge and new skills, navigate computer systems and adapt to changes in process, practice and technology.
3. Availability to work weekends and nights.
4. Demonstrated effective communication skills (oral and written).
5. Literacy and numeracy skills appropriate to the position.
6. Current Responsible Service of Alcohol (RSA)
7. First Aid Certificate
8. Current NSW Class C Drivers License
9. Demonstrated ability to develop and maintain constructive relationships and partnerships, both internally and externally, that contribute to the achievement of organisational outcomes.
10. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.
11. Current Class C Drivers Licence

Position Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose.

More detailed descriptors of capabilities are available at: <http://capability.lgnsw.org.au/?staff-member>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Foundational
	Display Resilience and Adaptability	Adept
	Act with Integrity	Intermediate
	Demonstrate Accountability	Foundational
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Create and Innovate	Foundational
	Deliver Results	Intermediate
 Resources	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate

ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee Name:

Employee's Signature:

Date:

HR USE ONLY

Is a Working with Children Check required for this position?

Yes ☒ No ☐

Is a criminal record check required for this position?

Yes ☐ No ☒

 Personal attributes	Manage Self	Foundational
	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational