



POSITION DESCRIPTION

Position Title:	Front of House Supervisor		
Classification:	Band 4	Status	Casual
Group:	Governance, Facilities and Economy	Business Unit:	Arts, Advocacy and Economy
Reports to:	Senior Venue Activation Officer		
Direct Reports:	Nil	Date:	June 2025

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

To provide customer service and administration support to assist with the efficient venue operations of the Cardinia Cultural Centre

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Supervise the duties of casual ushers
- Provide customer service at the front counter and by telephone, dealing with enquiries and requests
- Cash handling
- Provide venue support including access to rooms, directions, event ushering, signage placement, set up etc.
- Oversee general security including opening and closing of the facility
- Duties as directed by Coordinator Arts and Creative Industries or delegate
- Act as a Warden/Chief Warden of the Cultural Centre in the event of an emergency
- Any other duties within limits of the employee's skill, competence and training.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The work is performed within specific guidelines, policies and procedures under general supervision.
- This role is customer driven but specific components of the administration task are to be performed as required.
- Supervise other employees and provide advice and support to clients and employees.

JUDGMENT AND DECISION MAKING

- Decisions will be made within well-defined policies and procedural guidelines that are clearly understood. This position can solve routine customer issues but more complex issues need to be referred to the Venue Operations Officer.
- Guidance and advice is always available in time to make a decision
- When supervising staff, the incumbent may be required to quantify the amount of resources required to meet the objectives of the Cultural Centre

SPECIALIST KNOWLEDGE AND SKILLS

- Proven administrative ability, featuring both telephone and direct public contact.
- Cash handling experience in use of cash register and/or eftpos equipment desirable.
- Intermediate word processing skills using Microsoft Outlook, Excel & Word.
- Capacity to learn and use specialist venue software
- First Aid Certificate
- Proven ability to work unsupervised
- Understanding of the relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals of the wider organisation and the organisations context.

INTERPERSONAL SKILLS

- Customer service/reception skills
- Oral and written communication skills
- Need to gain co-operation and assistance from clients, employees and members of the public
- Supervision of casual staff

MANAGEMENT SKILLS

- Time management
- Setting priorities
- Ability to work independently
- Understanding and ability to implement EEO and OHS training and development

QUALIFICATIONS AND EXPERIENCE

- Post-secondary qualification in relevant field.
- Previous experience in a similar position
- Customer service experience in a relevant organisation

- Current driver's licence
- Current Victorian Working with Children's Check (WWCC)

KEY SELECTION CRITERIA

- Previous experience in supervising, guiding and supporting staff
- Highly developed customer service/reception/telephone skills
- Basic book keeping/ cash handling skills
- Proficient computer user with emphasis on Word, Excel and Access.
- Sound organisational skills
- Ability to embrace the Cardinia values and keys to success.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure This is a casual position.

Pre-employment checks All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.