

POSITION DESCRIPTION

Position Title:	Front of House Officer	Directorate:	Community & Customer Services
Position Number:	100271	Department:	Community
Employment Status:	Casual	Section:	Creative Communities
Employment Type:	Casual	Location:	Moonah Arts Centre
Classification:	Grade 1		
Reports to:	Coordinator Creative Communities		

PRIMARY PURPOSE:

This role is responsible for the delivery of front-of-house, hospitality services and emergency management for the Moonah Arts Centre and its hirers at events and activities as required.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Front of House Officer** reports to the **Coordinator Creative Communities** for all operational and management matters.
- The role is a contributor to the **Creative Communities** Team and will liaise with employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the general public, ratepayers, residents, visitors, artists, performers, musicians, technicians, arts and performance companies, festivals, cultural producers, community groups and organisations, special advisory committees, schools, colleges and contractors to the City of Glenorchy.

OUR VALUES:

We respect each other

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters

We are trusted

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn

Together we are better

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge

We deliver

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

OUR CULTURE:

We foster and model a culture where:

- We **RESPECT** others and their viewpoints as being as important as our own.
- We trust and are **TRUSTED** by each other.
- We know that by working **TOGETHER** we achieve better outcomes.
- We take personal responsibility, and together we **DELIVER** for our community.

This is **OUR WAY** to achieve results through our people and teams to make Glenorchy a better place every day.

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Front of House Operations	The delivery of front-of-house, technical advice and assistance, and risk management for Moonah Arts Centre and its hirers in the delivery of its program of activities and events, by: • As directed, prepare the Moonah Arts Centre for public events and activities • Provide quality hospitality and customer service to maximise customer satisfaction with visitors and hirers • Provide up to date Moonah Arts Centre event information to members of the public • Maintain presentational standards of all public areas and spaces, considering professional and current techniques • Be the responsible officer and building warden at events and activities including after-hours events as required • Oversee the operation of the Moonah Arts Centre bar and hospitality during events • Work in collaboration with the Creative Communities team on the delivery of Moonah Arts Centre activities as required • Oversee, volunteers, centre users, contractors and others to ensure the safe and effective delivery of events at Moonah Arts Centre • Work as part of the Creative Communities team to ensure the smooth operation of the events at Moonah Arts Centre
Work Health & Safety	• Meet all statutory, legislative, legal, risk management and policy requirements associated with the delivery of the activities and projects of Moonah Arts Centre and its programs • Identify, analyse and control the risks associated with the operational requirements of the position
Customer Service	• Provide guidance and support to other Council staff and community groups and organisations in the delivery of activities and events at Moonah Arts Centre • Identify and respond to the needs of customers at Moonah Arts Centre and within the activities of this program • Promote the positive image of Council as a whole • Ensure that a high standard of customer service is maintained to both internal and external customers • Engage, listen to and act where appropriate on feedback from our customers • Implement, evaluate, and continuously improve quality systems and processes for the section

General	• Evaluate and report on completed events and activities • Assist in the achievement of agreed outcomes consistent with department business plans and budgets particularly relating to Creative Communities programs • Perform other duties as directed
Organisational Responsibilities	• Support and adhere to Council's policies and procedures, code of conduct and relevant acts • The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

KEY SELECTION CRITERIA:

1. Will have proven experience in hospitality, customer service and/or venue front-of-house management, with the ability to manage multiple actions with competing deadlines to meet customer expectations
2. Experience and knowledge of venue and event risk management
3. Demonstrated ability to work as part of a team and autonomously on specific projects
4. Holds a current Responsible Service of Alcohol certificate, First Aid, Drivers License and a Working with Vulnerable Person's check

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Manager Name:			
Manager Signature:		Date:	
Director Name:			
Director Signature:		Date:	

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	