



Position Description

Position Title	Front of House
Department	Events
Reports to	Events & Venues Manager
Direct Reports	N/A
Purpose and Objectives	St Peters Lutheran College is the pre-eminent coeducational day and boarding school in Brisbane. The position of the Casual Front of House Supervisor is to oversee all Front of House operations for events on College grounds, ensuring a professional, welcoming, safe, and efficient experience for clients, patrons, and the College community.
Key Accountabilities	Use your initiative to prioritise tasks and monitor your workflow in the delivery of College priorities in accordance with approved project / service plans, achieving the highest standards of performance, accountability, collaboration, ethics, and integrity. Actively contribute to the development of a positive and high performing team culture, including by identifying and implementing opportunities to improve teamwork practices. Front of House Operations • Function as the primary contact for all FOH matters during events. • Deliver excellent customer service to staff, students, community members, and external hirers. • Liaise with hirers on arrival to confirm event requirements. · Ensure FOH areas are clean, functional, and presentable at all times. • Perform basic venue resets, furniture setup/pack-down, and spot cleaning as required. Event Coordination • Induct and supervise ushers, volunteers, cleaners, security, catering, and other support staff. • Lead and maintain clear FOH communication throughout events. • Assist with ticketing processes including scanning tickets, managing entry, checking registrations, resolving customer enquiries and server operations when required. • Support all departments to ensure smooth event delivery. Venue Safety & Compliance • Ensure a safe environment for staff, students, patrons, and hirers. · Follow College WHS procedures and ensure others comply during events. • Identify maintenance or equipment issues and report or address as soon as



Position Description

	reasonably practicable and escalate as appropriate. • Perform duties of the Area Warden in emergencies. • Assist staff, event holders, and clients with the opening and lock-up of performance and event spaces. with opening and lock-up of performance and event spaces. Administrative Duties • Complete shift reports accurately and on time. • Record any incidents, issues, or follow-up items from each event. Must be physically capable of carrying heavy loads using mechanised assists, climbing stairs and ladders and moving furniture. Undertake administrative processes and other tasks as directed for the effective achievement of College outcomes; ensure that all College policies and procedures, such as financial management, occupational health and safety, and conduct are complied with.
Selection Criteria	These selection criteria will form the basis to assess applicants for short-listing and determine the successful candidate. Experience and qualifications SC1: Must have industry experience in theatre or functions, with a strong focus on delivering exceptional customer service. Demonstrated attention to detail and a commitment to maintaining high presentation standards are essential. Knowledge, skills and capabilities SC2: Demonstrated interpersonal skills and conflict resolution skills to be able to work effectively with others and resolve matters when competing needs arise. Highly developed ability to work under pressure. SC3: Demonstrated ability to work to ensure quality standards; and demonstrated willingness to keep their skills and knowledge up to date with contemporary standards. SC4: Proven ability to work as an effective team member of a cohesive team, with a demonstrated commitment to the successful delivery of the highest organisational priorities; proven capability to build and sustain enduring relationships to enable the collaborative delivery of outcomes and achievement of goals and targets Personal capabilities SC5: Demonstrated ability to exemplify care, dignity, and respect, delivered through high personal accountability for professional workplace conduct. SC6: Demonstrated commitment to reach their own potential (Plus Ultra-More Beyond) and in manner that aligns with the College's strategic and operational objectives and values. Christian Ethos SC7: An understanding of, respect and demonstrable support for the College's Christian ethos.



Position Description

Job Details	
Position Status	Casual
Hours of Duty	As rostered
Classification	Schedule 10 School Officer Level 3
Annual Salary	\$44.4060 to \$48.1600 per hour plus 25% loading for casual staff Terms and Conditions – Please refer to the Employment Contract, which may or may not include reference to the Queensland Lutheran Schools Single Enterprise Agreement 2024 .
Superannuation	12.75% employer contribution from 1 July 2025
Location	St Peters Lutheran College – Indooroopilly 66 Harts Road, INDOOROOPIILLY QLD 4068
Professional Behaviours	Applicants are expected to respect and uphold the College's Mission of "Excellence in Christian Co-Education", support the Christian ethos of St Peters Lutheran College, and uphold the Code of Conduct and Valuing Safe Communities standards. All employees are expected to demonstrate courtesy, co-operation and teamwork with fellow members of staff, and actively and effectively participate in reasonable directions provided.
Child Protection	All employees of St Peters are required to complete annual Child Safety Training. New employees must complete this training upon commencement, and/or provide certificate of completion from previous workplace. Employees must understand and adhere to the College's Child Protection Policy and Procedures.
Health & Safety	All employees are required to take reasonable measures to protect their own health, safety and wellbeing, and that of others, and to follow all reasonable Health and Safety policies, guidelines, and directions. Managers hold additional accountability for operational management of safe work practices in their area, including making appropriate resources, information, and training available to their team members.
Policies & Procedures	Employees are expected to understand and act in accordance with St Peters policy and procedure documents that are available on the College's intranet, relevant legislation and directions within the employment contract and/or <i>Queensland Lutheran Schools Single Enterprise Agreement</i> and take the responsibility to maintain currency with these.



Position Description

Job Details	
Compliance Requirements	Right to work in Australia Current Blue Card and/or Queensland College of Teachers Registration. Identified positions will require additional security clearances. All successful candidates will be required to obtain and maintain currency and levels of security clearance. Timely completion of mandatory training requirements and training relevant to their role.
Other Relevant Information	The College will conduct relevant and required applicant checks which includes and is not limited to, contacting current and previous employer(s) to substantiate employment history, past conduct and performance. St Peters Lutheran College aims to be a preferred employer by fostering and valuing diversity, ensuring equitable and fair treatment for all, and respecting and upholding human rights. The College is committed to increasing the participation rate of Aboriginal and Torres Strait Islander people through best-practice recruitment methods and producing positive training and employment outcomes for Aboriginal and Torres Strait Islander people within the wider communities. The collection and handling of information will be consistent with the requirements of the <i>Privacy Act 1988</i>.
Further Information	Further information about St Peters can be found at www.stpeters.qld.edu.au

15 July 2026