

POSITION DESCRIPTION

Position Title	Usher	Classification	Band 2
Directorate	Community and Planning	Department	Arts & Creative Industries
Direct Reports	NIL	Date	September 2026
Reports to	Coordinator Arts and Creative Industries		

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 ensure patrons have an enjoyable and safe experience whilst attending events at the Cardinia Cultural Centre.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Collect and check patrons tickets and direct them to the correct seats
- Guide & light way for patrons through theatre during performance
- Remove chairs for wheelchair access when required
- Clean auditorium during intervals and after each show
- In the unlikely event of an emergency act in accordance with directions provided by chief warden
- Duties as directed by Venue Actions Officer or Front of House Supervisor or delegate
- Assist Functions team in room change over
- Assist Functions team duties when required
- 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.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible for a safe, clean environment, ensuring quality, accuracy and timeliness of work performed
- Accountable for ensuring work performed are in accordance with acceptable work practices and guidelines.
- Ability to follow work schedules

JUDGMENT AND DECISION MAKING

- Guidance and advice is always available from the Coordinator Arts and Creative Industries or other support staff
- The work is clearly defined with established and clearly documented procedures
- Duties are carried out with minimal supervision.

SPECIALIST KNOWLEDGE AND SKILLS

- Basic understanding of the occupation health and safety requirements applicable to the specific tasks performed
- Willingness to learn and accept instruction
- Ability to read and interpret function floor plans and set up instructions

INTERPERSONAL SKILLS

- Good ability to work cooperatively as part of a team
- Ability to communicate with others
- Good Customer Service skills
- Ability to use initiative in matters relating to the role.

MANAGEMENT SKILLS

- N/A

QUALIFICATIONS AND EXPERIENCE

- Understanding and experience of manual handling procedures
- Good level of physical ability
- Previous experience in Front of House, function set up or similar role would be advantageous

KEY SELECTION CRITERIA

- Effective time management and organisational skills.
- Able to complete work tasks within specified timeframe
- Able to work effectively as part of a team.
- Ability to embrace The Cardinia values and keys to success
- Flexibility to work across a seven-day roster between 6am and 11pm.

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, Working with Children Check and a six-month probationary period (new employees only).