



POSITION DESCRIPTION

Position Title	Front of House Supervisor	Classification	Band 4
Directorate	Community and Planning	Department	Arts and 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 supporting the community by delivering a wide range of services that enhance the wellbeing of residents now and into the future.

To support the delivery of these services, Council is focused on building a skilled and professional workforce with the capability to respond to current priorities and future challenges. Employees are expected to contribute to high-quality service delivery, demonstrate sound professional judgement, and work collaboratively to achieve positive outcomes for the community.

Council is committed to providing a safe, inclusive and supportive working environment that enables employees to perform at their best while contributing to the achievement of Council's strategic objectives.

POSITION OBJECTIVES

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Supervise the duties of casual ushers
- Provide customer service at Box Office and by telephone, dealing with enquiries and requests
- Handling cash transactions and manage ticketing
- 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 Functions team
- 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.
- 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.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Freedom to act set by clear objectives with frequent consultation with supervisor and a regular reporting to ensure adherence to plans.
- Decisions and actions taken are subject to review by the supervisor.
- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Make operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Freedom to act in accordance with legislative requirements and organisational policies and processes.

JUDGMENT AND DECISION MAKING

- Objectives of the work usually well defined, but method, technology, process or equipment must be selected from a range of available alternatives.
- Guidance and advice is usually available within a time to make a decision.
- May involve problem solving using guidelines, professional/technical knowledge or experience.

SPECIALIST KNOWLEDGE AND SKILLS

- Ability to develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes.
- Ability to research and analyse information and prepare reports for consideration.
- Demonstrate initiative in managing work outcomes, opportunities, and challenges.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and a understanding legal and political context in which it operates.
- Possess a knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.

INTERPERSONAL SKILLS

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to work independently yet be an effective member of a multidisciplinary team.
- Ability to gain the cooperation, assistance and trust of other employees with the organisation.
- Provide high-quality support and guidance with a demonstrated ability to work collaboratively.
- Proven ability to build and maintain productive and respectful relationships.
- Proven ability to maintain high levels of confidentiality.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

MANAGEMENT SKILLS

- Ability to ensure accuracy of written and verbal communication in a busy environment.
- Ability to operate in an environment with demanding workloads and time constraints.
- Develop and implement processes and provide support to the organisation when change is

required.

- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing, and where appropriate, that of other employees.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications (degree or diploma) in related field, industry qualification and/or equivalent experience in a comparable environment.
- Communication and interpersonal skills with the ability to clearly articulate and present information as required.
- A current Victorian Drivers Licence

KEY SELECTION CRITERIA

- Demonstrated experience in front-of-house, event, venue or customer service operations, including acting as the senior supervisor for after-hours events and venue activities.
- Excellent communication, interpersonal and customer service skills, with the ability to engage effectively with patrons, performers, hirers, staff and stakeholders.
- Proven experience supervising, coordinating and supporting staff to deliver safe, efficient and high-quality services.
- Strong organisational, administrative and time management skills, with the ability to prioritise tasks and work effectively in a fast-paced environment.
- Proven ability to work autonomously, exercise sound judgement and make informed decisions during operational and event-related situations.
- Ability to manage enquiries, issues and sensitive matters professionally, diplomatically and confidentially.
- Experience with cash handling, EFTPOS systems and Microsoft Office applications.
- Knowledge of workplace health and safety, risk management principles and safe manual handling practices.
- Reliable, flexible and customer-focused, with availability to work evenings, weekends and public holidays.

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 an going 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.