

PART 1 – POSITION DETAILS

Position Title	Front of House Staff – Casual
Position Number	NB0329
Division	Community & Belonging
Business Unit	Community Arts & Culture
Pay Rate	Northern Beaches Grade A
Reports to	House Operations
Hours	Casual
Status	Casual
Date of last review and update	October 2018

NORTHERN BEACHES COUNCIL'S VISION

Our Vision is “Delivering the highest quality service, valued and trusted by our community” critical to this are our values of Trust, Respect, Integrity, Teamwork, Service and Leadership.

COMMUNITY AND BELONGING

The Community & Belonging Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bush land, rural and coastal community. The Division comprises of the following business units – Children’s Services, Community Arts and Culture, Customer Services, and Libraries

PART 2 – BUSINESS UNIT OVERVIEW

The Community, Arts & Culture Business Unit

The Community, Arts & Culture Business Unit manages the strategy, planning, implementation and evaluation of a broad range of recreation and community programs, events and services. The Unit provides disability advice, youth and recreation services, administers community grants, and develops and implements safety programs for the community, crime prevention, senior’s programs and volunteer groups. The Unit also manages community use of Council’s community center assets and facilities.

The Community, Arts & Culture Business Unit will deliver the following services;

- Social Planning
- Community Development
- Aged and Disability
- Youth and Families
- Youth and Families Counselling

- Community Facilities
- Arts and Cultural Development
- Hop Skip & Jump Bus
- Volunteer Management
- Food Services
- Glen Street Theatre
- Manly Art Gallery & Museum

Glen Street Theatre

Glen Street Theatre is a busy 400-seat professional theatre, owned and managed by Northern Beaches Council. The theatre is located at Belrose in the Glen Street Cultural Hub and delivers an engaging annual performing arts program for all ages and tastes.

PART 3 – ROLE PURPOSE & KEY RESPONSIBILITIES

Role Purpose

Reporting to House Operations the Casual Front of House Staff are responsible for the safety, security comfort and service of the venue itself (Front of House and Kiosk/Bar). Under the direction of the House Services Coordinator their role is to maximise and maintain the “Glen Street” experience for patrons in an effective and efficient manner.

Key Responsibilities

- Delivery of a consistently high level of efficient and friendly customer service in all Glen Street Theatre venues and events. This may include but not limited to table waiting, bar service and tray service.
- Maintain cleanliness of the Kiosk and other public and non-public areas.
- Liaise with other staff and the House Operations to ensure the appearance of all Glen Street Theatre public areas are maintained to a high standard.
- Ensure the lock up and security of the theatre after any event as required.
- Assist with emergency procedures i.e. emergency evacuations.
- Check validity of tickets and direct patrons to their allocated seating.
- Ensure the comfort and safety of all venue users including patrons and performers.
- Be aware of the needs of patrons with disabilities or other special needs.
- Ensuring the delivery of a consistently high level of efficient and friendly customer service to hirers, Glen Street Theatre staff, and patrons.
- Ensure time sheets and reports are completed in an accurate and timely manner.
- Ensure that the POS system is maintained and updated with changes as required under the direction of House Operations.
- Take part in stocktaking.
- Balance tills and complete required reports.
- Act as Front of House Duty supervisor where necessary.
- Participate in consultation and team meetings.
- Understand and adopt Northern Beaches Council’s values in all areas of work with a high emphasis on customer service, team work and community relations.
- Undertake any other reasonable duties as directed by House Operations.
- Assist with emergency procedures during show call under the direction of the Chief Fire Warden.
- Actively participate in preventing accidents by identifying hazards and becoming involved in the OHS&R program and taking reasonable care for the health and safety of yourself and others.

- Report and record any unsafe situations, emergency, hazard, incident, accidents, injuries or damage immediately.
- Undertake all duties in accordance with WH&S, EEO, Code of Conduct principles and requirements.
- Keep up to date with policies and procedures.
- Actively participate in ongoing staff development activities and training opportunities.
- Actively contribute ideas to improve services and work processes.
- Take personal responsibility for behaving in accordance with the organisations' values and directions.
- To actively participate in continuous improvement of systems, procedures, organisational culture and cross organisational communication and activities. This will be done through using the Business Excellence Framework as the basis for continual improvement and change.

**** Whilst this position description covers the key areas of responsibilities, this list is not exhaustive. Day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably and within the limits of individual skills, competence and training).*

PART 4 – ESSENTIAL CRITERIA

Educational & Experience Requirements

- Working with children check.
- Responsible Service of Alcohol accreditation.

Capabilities and Knowledge

- Experience in the hospitality and/or theatre industry.
- Front of house or customer relations experience.
- Experience in bar service.
- Cash handling and reconciliation skills.
- Experience in the use of computer based Point of Sale System, i.e. event ticketing, hotel reservations, travel, etc.
- Commitment and ability to frequently work outside of normal office hours, including weekends.

PART 5 – DESIRABLE CRITERIA

- Knowledge and understanding of local government.
- Experience in the production and presentation of performing arts events.