

## ROLE DESCRIPTION

<p><b>ROLE TITLE:</b> Theatre Services</p> <p><b>CLASSIFICATION:</b> TBC</p> <p><b>EMPLOYMENT TYPE:</b> Casual</p>	<p><b>TEAM:</b> Middleback Art Centre</p> <p><b>LOCATION:</b> REGIONAL</p> <p><b>DATE:</b> 10/8/2021</p>		
<p><b>REPORTS TO:</b> Arts Centre Manager</p>	<p><b>ROLES REPORTING TO THIS ROLE:</b> Nil</p>		
<p><b>ROLE PURPOSE:</b> Responsible for the provision of administrative and box office support services and ensuring the customer experience is welcoming and respectful to all visitors and patrons.</p>			
<p><b>KEY RESPONSIBILITIES OF ROLE:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ol style="list-style-type: none"> <li>1. Provision of excellent customer service across all aspects of venue operations.</li> <li>2. Assisting with administrative duties including payroll, banking, accounts payable and receivable when required.</li> <li>3. Assisting with the preparation and distribution of promotional material.</li> <li>4. Administering telephone and counter inquiries.</li> <li>5. Selling tickets, monitoring sales and reconciling box office monies.</li> <li>6. Efficient and friendly patron services including the greeting and seating of guests.</li> </ol> </td> <td style="width: 50%; vertical-align: top;"> <ol style="list-style-type: none"> <li>7. Provision of bar services when required.</li> <li>8. Ensuring compliance to work health and safety legislations</li> <li>9. Contribute to achieving the Reconciliation Action Plan.</li> <li>10. Adhere to emergency response requirements.</li> <li>11. Assist with the cleaning of the venue when required.</li> <li>12. Assist with front of house manager duties when required.</li> <li>13. Contribute to the efficient operation of the ticketing, CRM and venue management systems.</li> </ol> </td> </tr> </table>		<ol style="list-style-type: none"> <li>1. Provision of excellent customer service across all aspects of venue operations.</li> <li>2. Assisting with administrative duties including payroll, banking, accounts payable and receivable when required.</li> <li>3. Assisting with the preparation and distribution of promotional material.</li> <li>4. Administering telephone and counter inquiries.</li> <li>5. Selling tickets, monitoring sales and reconciling box office monies.</li> <li>6. Efficient and friendly patron services including the greeting and seating of guests.</li> </ol>	<ol style="list-style-type: none"> <li>7. Provision of bar services when required.</li> <li>8. Ensuring compliance to work health and safety legislations</li> <li>9. Contribute to achieving the Reconciliation Action Plan.</li> <li>10. Adhere to emergency response requirements.</li> <li>11. Assist with the cleaning of the venue when required.</li> <li>12. Assist with front of house manager duties when required.</li> <li>13. Contribute to the efficient operation of the ticketing, CRM and venue management systems.</li> </ol>
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<p><b>KEY RELATIONSHIPS:</b></p> <ul style="list-style-type: none"> <li>▪ Internally: Work closely with the Arts Centre Leader, administration officer, front of House manager, technical staff and other casual staff and Country Arts SA staff</li> <li>▪ Externally: Work closely with patrons and hirers</li> </ul>			
<p><b>SPECIAL CONDITIONS:</b></p> <ul style="list-style-type: none"> <li>▪ Hold a current Australian Driver's Licence.</li> <li>▪ Current First Aid Certificate desirable</li> <li>▪ A valid Department of Human Services Child Related Employment Screening is required</li> <li>▪ Responsible Service of Alcohol Certificate desirable</li> </ul>			

**KEY SELECTION CRITERIA:**

- Ability to establish and influence positive working relationships with customers and colleagues.
- Respectful, courteous and able to work as part of a team.
- An entrepreneurial approach and a willingness to adopt sustainable practices.
- A commitment to providing a quality customer experiences that responds to the needs and demands of customers and stakeholders, that enhances the overall customer experience.
- Initiative and motivation to learn new skills as required by the role.
- Ability to communicate clearly and effectively both verbally and in writing with people at all levels.
- Good computing skills; understanding of computer concepts and proficient use of applications within a Microsoft Windows / MS Office environment and custom software systems.
- Understanding of legislative and government policy requirements relating to administration, human resources, financial practices and information/records management.

**DESIRABLE:**

- Knowledge of working with customer relationship management software and Artifax

**YOU DEMONSTRATE OUR VALUES:**

Our Values are central to the way we work and are the cornerstones for how we interact with industry, community, business partners, governments and each other:

- We keep regional South Australia at our core **(Place)**
- We generate local and national legacies by embedding artists in regional communities **(Impact)**
- We embrace diverse experiences and perspectives, and address the barriers that keep people from getting involved **(Inclusion)**
- We nurture, celebrate and showcase creativity from across regional South Australian **(Creativity)**
- We embrace diversity and act with integrity, transparency and generosity **(Respect)**

**WORK HEALTH AND SAFETY OBLIGATIONS:**

- Maintain a commitment to the Work Health and Safety Act 2014 legislative requirements.
- Proactively promote and follow workplace safety procedures and contribute to creating a safe working environment.
- Accept responsibility for your own and other's safety.
- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and identifies risk controls where appropriate.

**CORPORATE RESPONSIBILITIES:**

- Keeping accurate and complete records of business activities in accordance with the *State Records Act 1997*.
- Maintaining a commitment to the *Public Sector Act 2009*, Ethical Conduct and the Code of Ethics for *South Australian Public Sector* and their legislative requirements.
- Supporting and advocating Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. Maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other underrepresented groups.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.

## **CORE COMPETENCIES & ASSOCIATED BEHAVIOURS EXPECTED AT THIS CLASSIFICATION:**

### **Understands the Big Picture**

- Recognises how they contribute to the big picture.
- Understands and supports business objectives.
- Adapts to a changing environment.
- Demonstrates an awareness and solves everyday problems that may impact on own designated work tasks.
- Is aware of both internal and external factors and influences that may affect own work outcomes.

### **Achieves Results**

- Makes effective use of own capabilities.
- Monitors and evaluates available information correctly to deliver the best results.
- Understands how work practices are governed by Public Sector legislation, regulations and policies.
- Is responsive and completes tasks within set timelines.
- Contributes own expertise to achieve outcomes for the business unit.

### **Embraces Business Excellence**

- Displays a 'can do' attitude and is open to change.
- Understands and analyses what information is important and how it should be used.
- Is responsive to learning opportunities and works towards agreed performance standards. Takes positive action following constructive feedback.
- Committed to delivery of strong customer service by understanding needs.
- Provides support to effective financial monitoring and adheres to procurement and contract procedures.

### **Develops Positive Working Relationships**

- Listens to and considers different ideas and discusses issues with consideration and care.
- Acts sensitively and constructively in conflict situations to prevent escalating the problem.
- Shares information and contributes to team discussions.
- Builds and sustains positive relationships with team members, stakeholders and clients.
- Communicates messages clearly and concisely.

### **Understands the Need for Professionalism**

- Adopts behaviour consistent with the principles, values and ethics of the organisation.
- Provides accurate advice and acknowledges mistakes and learns from them.
- Works as directed to achieve objectives in difficult circumstances remaining positive and responding in a calm manner.
- Seeks feedback from others. Is aware of how behaviour impacts on others. Seeks self-development opportunities.
- Understands, values and responds to diversity and treats people with respect and courtesy.
- Maintains safe work practices and wellbeing of self and others.