



Casual Front of House Assistant

Position Overview March 2021

Belconnen Arts Centre's Casual Front of House Assistants play a vital role in shaping our patrons' experience. As the first place of contact they are responsible for welcoming and delivering exceptional customer service to all patrons, inclusive of experience at the box office, hospitality in our bar, theatre, reception and at our events.

The position reports to the Front of House Co-ordinator and works closely with the Artistic Program team, Stage Manager, and Technical Manager and other casuals.

Operational Structure

Refer Attachment 1: Belconnen Arts Centre Operational Structure as of January 2021.

Background

Situated on the shore of Lake Ginninderra in the north of Canberra, Belconnen Arts Centre opened in 2009. It is a multi-arts facility with four gallery spaces, a dance studio, two creative arts workshops, three creative studios and a large foyer space. In 2020, the venue expanded to include a 400 seat live performance and event space with associated foyer, café, gallery, and rehearsal spaces. Belco Arts engages with artists, communities and partners through Community Arts and Cultural Development practice, to empower and celebrate our identity, values, and stories.

We are an incorporated non-profit association, and a Tax Concession Charity with Deductible Gift Recipient status. We are funded through a multi-year deed of grant through the ACT Government's Key Arts Organisation program, and generate income through arts services, sales, and venue hire.

Belconnen Arts Centre Incorporated has a governing Board of up to 10 members who direct the affairs of the Association, employ the Co-CEOs, and provides strategic and policy direction.

Our Purpose

To fuel a love of and engagement in the arts

Our Vision

To be a leader and a powerhouse in all we do

Our Key Objectives

To lead the ACT in Community Arts and Cultural Development

To be an inclusive, progressive, and vibrant arts centre

To be the heart and soul of Belconnen

Our Goals

In 2023, Belconnen Arts Centre will be:

1. A proactive **leader** in CACD Practice
2. A **catalyst** for positive change through our work with artists, communities, and partners
3. A **generator** of exemplary project design and delivery
4. Recognised by our inclusive, engaging, and affirmative **brand**.
5. Led through adaptable, resilient, and connected **governance**.
6. A cherished **destination** that hums with activity.
7. What people mean when they talk about **Belconnen**.

Term

This position is to be delivered on a casual basis and will require flexibility with work hours, inclusive of weekend and after-hours in line with program activity. Calls are a minimum of 3 hours.

Classification & Wages

This position is classified as Production and Support Staff Level 4, Live Performance Award 2010. The wages for the position are \$28.86 per hour, including casual loading. Conditions and penalties are in line with the Live Performance Award 2010.

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Key Accountabilities and Position Description

- Be the welcoming and courteous face of Belco Arts and always ensure a quality of customer service.
- Ensure the professional public presentation of all public areas.
- Promote Belco Arts as a welcoming, inclusive, and safe environment for all staff and patrons.
- Assist in ensuring the security and welfare of the building and Belco Arts customers and staff during performances and events.
- Implement Covid Safe practices in line with Government Health directives.
- Work with staff and volunteers in other areas relevant to event presentation including setup and pack down of staging, seating, and furniture.
- Bar
 - serve customers, sell food, drinks, and merchandise.
 - operate cash register/ EFTPOS.
 - ensure RSA practices are adhered to.
 - maintain clean working areas
 - assist with restocking, clearing, and cleaning the bar
 - adhere to the Health and Safety protocols
- Box Office - Manage ticket purchase and issue tickets to patrons.
- Assist patrons with finding their seats according to their ticket information.
- Aid patrons with any accommodation requirements to ensure they can enjoy the show equitably and comfortably.
- Ensure the creative demands of each production are considered when managing audience members in our theatres, including managing guest behavior during performances.
- Follow all incidents and emergency procedures regarding venue evacuation and know the location of all exits throughout the building.

- Adhere to Belconnen Arts Centre policies regarding safety, access, reporting, delegations, use of equipment, IT resources, and conduct.
- Dress code: black long sleeve shirt/blouse, black trousers, black dress shoes. Badge provided by Belco Arts.

Selection criteria

1. Demonstrated experience in bar, hospitality, and events.
2. Demonstrated high-level customer service communications skills, including interpersonal, liaison, team, negotiation, and representation skills.
3. Demonstrated experience and ability to work well with the diversity of requirements the public, colleagues and event producers may present.
4. Demonstrated cash handling experience.
5. Demonstrated ability to respond well in demanding and unpredictable situations to find harmonious solutions.
6. Ability to build and maintain effective relationships with colleagues, clients, and visitors.

Additional

Maintaining a current Working with Vulnerable People registration is essential.

Current RSA certification is required.

Current Driver's License is desirable.

First Aid certificate is desirable.