

POSITION TITLE:	Front of House Officer (CASUAL)	CLASSIFICATION:	Band 3
REPORTS TO:	Front of House Team Leader	DIRECTORATE	Community and Wellbeing
DEPARTMENT:	Creative Communities	TEAM:	Chapel Off Chapel

OUR STRATEGIC CONTEXT

**PURPOSE**

Our organisation is accountable, sustainable, and delivering effective services to our community.

VISION

Our community is a safe, inclusive, and creative city that celebrates and embraces its vibrancy of cultures.

VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

HOW YOUR ROLE CONTRIBUTES

Be part of the team that brings Chapel Off Chapel to life! In this role, you'll play a key part in creating a vibrant, inclusive and memorable experience for everyone who walks through our doors. Whether it's greeting guests with a warm welcome, assisting patrons with enquiries, or supporting the smooth running of events, your focus will be on delivering exceptional service. You'll help ensure our iconic venue continues to be known as a friendly and professional space for audiences, artists and staff alike.

RESPONSIBILITIES	KEY OUTCOMES
Bar, Box Office and Front of House duties	<ul style="list-style-type: none"> Deliver the operational aspects of our Ticketing, Customer and Bar Service across the venue
Housekeeping	<ul style="list-style-type: none"> Enhance the patron experience by providing a consistently professional and welcoming environment, ensuring the presentation of Chapel Off Chapel's public spaces are always maintained to a high standard
Customer Service and Administrative duties	<ul style="list-style-type: none"> Perform a range of administrative duties and services as required Communicate effectively with a variety of internal and external stakeholders, hirers, contractors and visitors to the venue

KEY WORKING RELATIONSHIPS



Direct reports: NIL

Internal: Chapel Team, Other departments across council

External: Patrons, Hirers, Cast, Crew, Contractors, General Public

REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES

Accountability and extent of authority	<ul style="list-style-type: none"> This position is required to follow specific guidelines with some scope to exercise discretion.
Judgement and decision making	<ul style="list-style-type: none"> The objectives of this position are well defined with guidance available to assist in decision making
Specialised knowledge and skills	<ul style="list-style-type: none"> Customer Service Beverage Service
Management Skills	<ul style="list-style-type: none"> Ability to be flexible while working in a fast-paced environment and manage time and tasks appropriately.
Interpersonal skills	<ul style="list-style-type: none"> Ability to discuss, mitigate and resolve problems in challenging scenarios
Qualifications and Experience	<ul style="list-style-type: none"> Previous experience within a customer service role or the arts industry is advantageous Available to work across a flexible roster of evening and weekend hours Effective communication skills both verbally and in writing Presentable and punctual. Ability to be flexible to business needs, multi-task and work calmly and effectively under pressure in a dynamic and fast paced environment Demonstrated ability to work a team environment and positively contribute to the team Working knowledge of a ticketing platform, Microsoft Teams & Outlook is desirable <p>Licensing and Background Checks: ability to complete a satisfactory police check, a current Working with Children Check (WWC) and a current Responsible Service of Alcohol (RSA)</p>

WHAT WE ARE ALL RESPONSIBLE FOR



Workplace Health, Safety and Wellbeing:	We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.
Diversity, Equity, and Inclusion:	We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.
Code of Conduct:	We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.
Service Promises:	We Empathise We are Responsive We are Transparent We are Consistent We Follow Through
Safeguarding Children and Young People:	We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests.
Sustainability:	We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date: June 2025