

Position Description

Date Reviewed:	July 2026
Position:	Casual Front of House Support – Performing Arts Centre
Business Unit:	Property and Community Services
Directorate:	Corporate and Community Services
Location:	Goulburn Performing Arts Centre
Reports to:	Venue Coordinator – Performing Arts Centre
Remuneration:	Grade 4
Award Classification:	Band 1 Level 3
Hours of Work:	A variable number of hours on a casual basis, including after hours, weekend and public holiday work.

Council Vision & Mission



Passion - Strive to always be at your best & to support colleagues to be at their best to provide outstanding service & outcomes.

Respect - Commit to always treating everyone in ways you would personally value being treated.

Innovation - Collaborate to creatively problem-solve with team members to generate new ideas being mindful of policy requirements.

Dedication - Be determined, resilient and relentless in delivering quality outcomes for the community regardless of the obstacles encountered.

Excellence - Commit to achieving & leading best-practice in our sector.

Position Statement

This position is responsible for contributing to the safe, efficient and inclusive conduct of Front of House operations, including presentation of performances and functions, at the Goulburn performing Arts Centre.

Position Duties

Contribute to the safe, efficient and inclusive conduct of Front of House operations including:

Ushering

- Provide a welcoming, inclusive experience for all theatre users
- Ensure the safe entry and egress of all patrons to the auditorium
- Check tickets and direct patrons to their seats.
- Ensure the safety and comfort of theatre patrons at all times, including implementation of Emergency Evacuation procedures if required
- Respond to queries and provide assistance to patrons as required
- Maintain a safe work environment in accordance with Council Policies and procedures
- Conduct cleaning activities as required
- Maintain a secure environment at all times and alert Duty Manager to any concerns
- Ensure audience compliance with requirements during performances including preventing unauthorised photography and video recording

Box Office Duties

- Operate computer ticketing system to sell and allocate tickets.
- Collect data and enter into ticketing system and generate reports.
- Respond to customer queries regarding GPAC, shows and tickets.

Bar and Catering duties

- Assist in sale and service of alcohol in accordance with RSA regulations
 - Understand and accurately operate Theatre point of sales systems
 - Assist in set up and maintenance of bar area and supplies
 - Assist in the sale and service of food, snacks and non-alcoholic beverages
 - Assist in the setup and service of food and catering
 - Maintain a clean working environment and carry out cleaning activities as required
- Carry out other duties that are within the limits of the employee's skills, competence and training as required by Goulburn Mulwaree Council
 - All staff are responsible and accountable for creating and keeping accurate and complete records of their business activity in accordance with Council's Records Management Policy and the Code of Conduct

Essential Selection Criteria

- Demonstrated excellent skills in customer service and cash handling
- Demonstrated well developed communication and interpersonal skills
- Demonstrated ability to work efficiently in fast paced environment
- Demonstrated computer literacy and proficiency in use of computer applications
- Strong organisational skills and ability to prioritise tasks
- Ability to work with limited supervision, as part of a team
- Current NSW Working with Children check for paid employment
- A current Responsible service of Alcohol Certificate
- Demonstrated ability to emulate Council's values of passion, respect, innovation, dedication and excellence and strive to achieve our vision and mission

Desirable Selection Criteria

- Experience in front of house or hospitality environment
- A current First Aid certificate

Competencies

Entry Level:	Satisfactorily meets essential requirements
Level 1:	• Demonstrated ability to promote GPAC as a welcoming, inclusive venue by demonstrating excellent customer service and receiving positive customer feedback • Demonstrated ability to work effectively as part of a team by completing tasks efficiently and demonstrating a positive attitude • Demonstrated ability to maintain a safe working environment by identifying, reporting and rectifying hazards • Demonstrated ability to implement responsible service of alcohol • Demonstrated ability to respond appropriately to customer inquiries
Level 2:	• Demonstrate effective communication to address audience non-compliance with producer requirements during performances • Demonstrated proficiency in ability to operate computer ticketing system to sell and issue tickets without supervision • Demonstrated high level of efficiency in delivering bar service in fast paced environment • Demonstrated ability to promote effective teamwork by making positive suggestions, acknowledging others and providing constructive feedback • Demonstrated ability to assist in implementation of evacuation procedures if required
Level 3:	• Demonstrated ability to administer first aid or other appropriate intervention to patrons requiring assistance • Demonstrated high level ability to deal with dissatisfied customers including responding to customer complaints • Demonstrated ability to promote a strong team environment by providing assistance and support to inexperienced team members • Demonstrate a high level of proficiency in operation of ticketing system, including ability to reallocate seats or generate reports • Demonstrated ability to effectively manage set up and operation of bar services without supervision
Level 4:	1 year of satisfactorily demonstrating the LEAP commitments at the level required for the role

WHS Performance Measures & Responsibilities

All Employees/Workers	
Responsibilities:	Performance Measures:
Take reasonable care for their own health and safety and ensure their acts or omissions do not adversely affect the health and safety of others.	Adhere to all safe working procedures including verbal instructions given by Managers/Supervisors. Demonstrate reasonable care of themselves and others who may be affected by their actions.
Ensure, so far as is reasonably practical, all work is performed to comply with requirements of the WHS Act and Regulations, Councils policies and procedures relating to health and safety in the workplace that they have been notified of.	Demonstrated adherence to WHS Policy and procedures. Signed acknowledgement sheets of policies and procedures that all workers have been informed of.
Assist in carrying out risk assessments and developing Safe Work Method Statements (SWMS) and Safe Work Procedures (SWPs).	Evidence of participation in performing risk assessments for all duties. Evidence of participation in developing Safe Work Method Statements (SWMS) and Safe Work Procedures (SWPs).
Ensure all work is performed in accordance with site specific risk assessments, Safe Work Method Statements (SWMS) and Safe Working Procedures (SWPs).	Demonstrated adherence to site specific risk assessments. Demonstrated use of Safe Work Method Statements (SWMS) and Safe Working Procedures (SWPs).
Report all identified hazards, accidents/incidents, and near misses to Manager/Supervisor.	Actively monitor the workplace to determine presence of hazards and initiate actions to rectify/eliminate the hazard. Reporting all hazards, accidents, incidents, and near misses to Managers/Supervisor in a timely manner.
Use and maintain all safety equipment and personal protective equipment (PPE) in accordance with relevant standards.	Demonstrated use and maintenance of safety equipment and PPE.
Commitment to WHS and promote a risk assessment approach to all activities performed by Council.	Participate in risk assessment process and the development of Safe Work Method Statements or Safe Work Procedures. Attend toolbox and other meetings relating to WHS requirements.
Have a sound understanding of the WHS requirements associated with their employment duties.	Attendance at WHS training sessions. Demonstrated awareness of WHS responsibilities outlined in position description.

Job Demands Checklist

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

Frequency Definitions

- Occasional: Activity exists up to 1/3 of the time when performing the task
 Frequent: Activity exists between 1/3 and 2/3 of the time when performing the task.
 Constant: Activity exists more than 2/3 of the time when performing the task.
 Repetitive: Activity involves repetitive movements.

Demands	Description	Frequency				
		O	F	C	R	N/A
Physical Demands						
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels	X				
Leg/Foot Movement	Tasks involve use of the leg and or foot to operate machinery					X
Hand/Arm Movement	Tasks involve use of hands/arms – e.g. stacking, reaching, typing, mopping, sweeping, sorting, and inspecting.		X			
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist.		X			
Standing	Tasks involve standing in an upright position without moving about			X		
Driving	Tasks involve operating any motor powered vehicle Types of vehicles:					X
Driving	Tasks involve driving vehicle on unsealed roads.					X
Sitting	Tasks involve remaining in a seated position during task performance	X				
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended.	X				
Walking/Running	Tasks involve walking or running on even surfaces		X			
	Tasks involve walking on uneven surfaces					X
	Tasks involve walking up steep slopes					X
	Tasks involve walking down steep slopes					X
	Tasks involve walking whilst pushing/pulling objects	x				
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees		x			
Working at heights	Tasks involve making use of ladders, foot stools, scaffolding, cherry-pickers etc. anything where the person stands on an object other than the ground.	X				
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms		X			
	1. Light lifting/carrying (0-9 Kg)	X				
	2. Moderate lifting/carrying (10-15 Kg)					X
	3. Heavy lifting/carrying (16 Kg and above)					X
Digging	Tasks involving manual digging					X
Pushing/Pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking.					X
Grasping	Tasks involve gripping, holding, clasping with fingers or hands.		X			
Manual Dexterity	Tasks involve fine finger movements – i.e. keyboard operation, writing.		X			

Demands	Description	Frequency				
		O	F	C	R	N/A
Sensory Demands						
Sight	Tasks involve use of eyes (sight) an as integral part of task performance – i.e. looking at screen/keyboard in computer operation, working in dark environment, working at night.	X				
Hearing	Tasks involve working in a noisy area – e.g. workshop and/or operation of noisy machinery/equipment					X
Smell	Tasks involve the use of the smell senses as an integral part of the task performance – e.g. working with chemicals					X
Taste	Tasks involve use of taste as an integral part of task performance					X
Touch	Tasks involve use of touch as an integral part of task performance					X
Psychological Demands						
	Working with animals					X
	Dealing with dead or injured animals etc.					X
Psychosocial Demands						
	Tasks involving customer service (members of the public & clients)			X		
	Tasks involve interacting with distressed or angry people	X				
	Tasks involve interacting with people with mental illness/disability	X				
Exposure to Chemical Hazards						
Dust	Tasks involve working with dust – e.g. sawdust	X				
Gases	Tasks involve working with gases					X
Fumes	Tasks involve working with fumes – i.e., which may cause problems to health if inhaled. e.g. herbicides & insecticides, water treatment etc					X
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin – e.g. dermatitis	X				
Hazardous Substances	Tasks involve handling hazardous substances including storage and/or transporting.					X
Working Environment						
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance – e.g. glare		X			
Sunlight	Exposure to sunlight					X
Temperature	Tasks involve working in temperature extremes – e.g. working in a cool room, working outdoors, boiler room					X
Confined Spaces	Tasks involve working in confined spaces					X
Accident Risk						
Surfaces	Tasks involve working on slippery or uneven surfaces	X				
Housekeeping	Tasks involve working with obstacles within the area – bad housekeeping	X				
Heights	Tasks involve working at heights below knee level and/or above shoulder height.	X				
Manual Handling	Tasks involve manual handling.		X			
Biological Hazards						
Biological Products	Tasks involve working around wastewater/garbage etc.					X

Acknowledgement

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Council from time to time as necessary.

Employee Name:	
Signature:	
Date:	