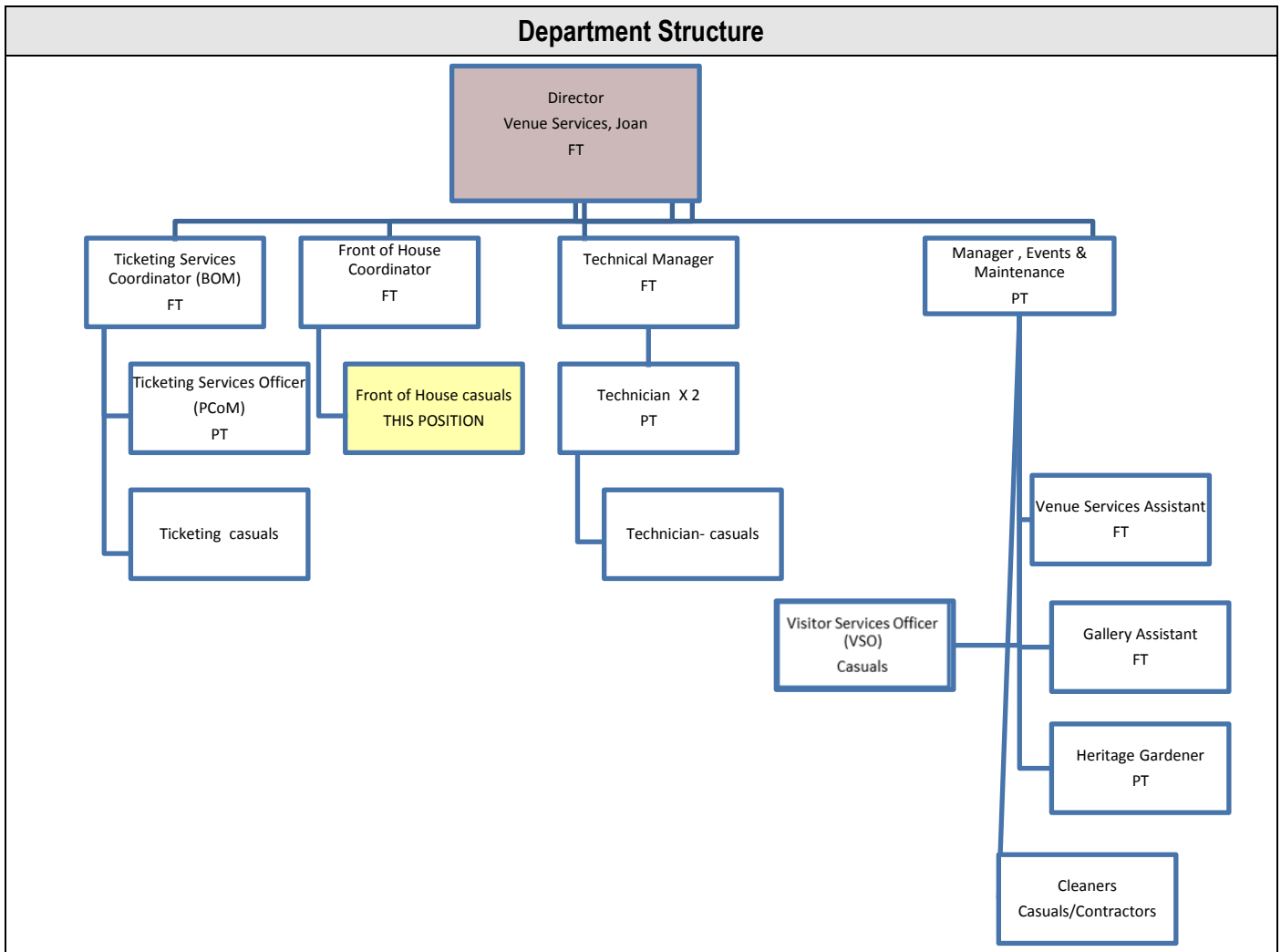


<b>Position Title:</b>	Front Of House staff
<b>Award / Level</b>	LPA Level 2
<b>Department:</b>	Venue Services
<b>Type:</b>	Casual

**Position Purpose**

Reporting to the Front Of House Supervisor, this role is responsible for the delivery of an exceptional and positive customer experience for patrons, performers and any visitors to The Joan whilst also ensuring that all house rules are adhered to, at all times.

Covering all aspects of Box Office, Bar and Ushering functions, the Front of House role is best suited to a positive, professional and well-presented person who is comfortable with dealing with the general public.



**NB: All shaded Key Result Areas are compulsory for every Position Description**

<b>Key Result Areas</b>
<p><b>1. Customer Experience</b></p> <p><b>Major Tasks</b></p> <ul style="list-style-type: none"> <li>• Provide exceptional customer service to all patrons at all times, being always prepared to go above and beyond.</li> <li>• In a professional, courteous and well-presented manner, ensure engagement with all patrons is positive, efficient and delightful</li> <li>• Whilst working at the bar, ensure Responsible Service of Alcohol legislation is adhered to and service is both efficient and responsive</li> <li>• Whilst working at box office, ensure both counter customers and phone customers are served professionally and efficiently whilst demonstrating an understanding of PPVA ticketing policies and familiarity with the LPA Ticketing Code of Practice</li> <li>• Work with all company systems to provide an exceptional customer experience</li> <li>• Ensure accurate and thorough cash handling so that point-of-sales system balances at end of shift</li> </ul>
<p><b>2. Other Tasks</b></p> <p><b>Major Tasks</b></p> <ul style="list-style-type: none"> <li>• Other tasks to be performed as directed may include: <ul style="list-style-type: none"> <li>• cleaning theatres and public spaces before or after a performance</li> <li>• assisting with the “bump out” of a performance</li> <li>• re-setting and refreshing public spaces to maintain amenity, accuracy and visual appeal</li> <li>• restocking bar products</li> <li>• answering phones</li> <li>• ensuring all equipment is working and ready to use in accordance with Public Health and Work Health and Safety legislative requirements</li> <li>• Where appropriate, to produce accurate records of goods sold and the completion of required paperwork and/or other documentation</li> </ul> </li> </ul>
<p><b>3. Customer Service</b></p> <p><b>Major Tasks</b></p> <ul style="list-style-type: none"> <li>• Provide exceptional customer service to all patrons at all times</li> <li>• Use company systems and tools to provide exceptional customer service</li> <li>• Comply with Responsible Service of Alcohol legislation</li> <li>• Comply with company Work, Health and Safety and Code of Conduct policies</li> </ul>
<p><b>4. Corporate Governance and Effective Work Practices</b></p> <p><b>Major Tasks</b></p> <ul style="list-style-type: none"> <li>• Work as part of a team</li> <li>• Ensure all work is completed accurately and on time</li> <li>• Support other team members</li> <li>• Actively listen and use positive communication techniques</li> <li>• Work within the policies, guidelines and statutory requirements for the work being undertaken, including the NSW Working with Children Policy.</li> <li>• Follow defined WHS guidelines, and maintain a clean and safe workplace</li> <li>• Provide effective customer service, always be conscious of PP&amp;VA’s public image</li> <li>• Deal with the public in a courteous manner and promote PP&amp;VA in a positive way</li> <li>• Undertake alternative duties as directed from time to time</li> </ul>

Individuals with NO Staff reporting to them

### 5. Work Health and Safety (WHS)

#### Major Tasks

- Attend training as required
- Perform work in accordance with WHS policies and procedures
- Participate in consultative processes for the management of WHS

### Performance Expectations

- Work completed is accurate and attention to detail is demonstrated
- Work from any of PP&VA's sites and carry out other duties as required
- Initiative is used in solving workplace problems and contribution is made to workplace change
- Punctuality and attendance is satisfactory and non-availability is advised well in advance
- Time is managed efficiently and work is completed within reasonable timeframes
- Work is completed in line with WHS guidelines and contribution is made to WHS consultative process
- Effective communication and interpersonal skills are applied
- Motivation and cooperation are demonstrated
- Undertake training as directed
- Commitment to EEO and anti-discrimination is demonstrated
- PP&VA resources are used efficiently

### Qualifications, Experience and Specialist Skills & Knowledge

#### Essential

- RSA Certificate
- First Aid Certificate
- WWC - Working With Children check (or ability to acquire)
- Numeracy skills
- Cash handling experience
- Customer focus
- Sales awareness
- Commitment to high standards
- Verbal communication skills
- Team player
- Initiative & adaptability
- Ability to work shifts & unsociable hours

#### Desirable

- Previous experience of operating retail point of sales systems
- Previous exposure to ticketing systems

**Position Based Core Skills Training**

- Work Health and Safety
- Equal Employment Opportunity and Diversity
- Governance
- Drug and Alcohol Control Policy
- Manual Handling
- Hazard Identification
- Code of Conduct

**Values and Behaviours**

Penrith Performing & Visual Arts and Staff support the following Values and Behaviours:

**Integrity**

- I am honest, ethical and maintain public trust
- I do what I say I'm going to do and I stand up for what I believe in
- I set a standard to be proud of amongst the community
- I do the right thing - even when no-one is looking

**Selflessness**

- I am willing to put others before me and assist them when needed
- I put the good of the PP&VA and the community above personal goals
- I support sustainability and cater for the wellbeing of future communities
- I uphold social justice principles

**Accountability**

- I take responsibility for decisions and actions, whatever the outcome
- I take responsibility for work, behaviour and how resources are used
- I ensure a safe and healthy workplace
- I take ownership of my work
- I operate within delegations

**Honesty**

- I tell the truth and correct misinformation
- I will refuse any bribes and I do not steal
- I trust in our relationships
- I ensure duties are undertaken in a lawful manner

**Leadership**

- I am creative and innovative
- I take responsibility and I am a good role model
- I inspire others in the organisation and community to be the best they can
- I have the courage to do the right thing
- I listen and communicate clear directions and actions

**Values and Behaviours**

**Impartiality**

- I am always fair and treat people equally
- I am understanding and act objectively
- I separate personal interests from work responsibilities
- I base all decisions on merit and facts I am consistent in the application of processes

**Openness**

- I am transparent and straight-forward
- I am able to discuss problems or concerns and give reasons for decisions
- I share information appropriately
- I am obliged to report wrong-doing

**Respect**

- I treat others fairly and objectively
- I value and accept other people's differences
- I treat others with dignity, kindness and in the spirit of service
- I treat people how I would like to be treated
- I recognise the worth of individuals