

Position Title	Event Attendant
Status	Casual
Employment Agreement	SCEC Pty Ltd Certified Agreement 2022
Classification Level	Level 1
Department	Event Operations
Version	1
Effective Date	September 2024

ABOUT US

Operated by the Sunshine Coast Events Centre Pty Ltd, The Events Centre is the leading performing arts centre on the Sunshine Coast and hosts a range of entertainment and cultural events, meetings and conferences, delivering great experiences for the local community and visitors.

VALUES AND BEHAVIOURS

The Events Centre aspires to be a values-driven organisation. In a values-driven culture, we find alignment between personal values and the organisation's values, creating a unified and motivated team. Our values represent what we, as a collective, care about. Using them to guide our behaviours is critical to ensuring that we are working together and aligned to our purpose.



INTEGRITY

- Holding ourselves and each other accountable to be honest and fair.
- Communicating in an authentic and transparent manner.
- Behaving in accordance with our stated values, the code of conduct and the standards expressed in our policies and procedures.
- Acting without consideration of personal gain, making decisions in the best interests of the organisation and with consideration of the needs of others.
- Addressing behaviour which falls short of our standards and supporting others to do the same.



EXCELLENCE

- We are professional in all aspects of our work.
- Celebrating the people and teams that show perseverance, commitment, appropriate risk-taking and achieve great results (no matter how small or large).
- Driving improvement from a foundation of continued learning and proficiency of skills.
- Accepting responsibility for mistakes and learning from them.
- Reducing the burden on our teammates by honouring our commitments, and by doing our work professionally and on time.



COLLABORATION

- Generously pitching in to support each other and the organisation, participating in organisational activities.
- Actively listening to and taking an interest in the views, expertise and feelings of others.
- Encouraging active challenge of assumptions, exploring competing views through reasoned and robust debate.
- Advocating for diversity and inclusion as a strength in building effective teams.
- Actively building trust and partnerships with and between individuals, teams and stakeholders.



INNOVATION

- Being open to change and flexible in approach.
- Demonstrating an experimental mindset, taking appropriate risks and exploring new ways of doing things.
- Showing energy and drive to pursue new opportunities and challenge the status quo.
- Thinking creatively and sharing ideas for improvement.
- Rewarding innovation and initiative.



POSITIVITY

- Communicating with each other in a positive, friendly, constructive and professional manner.
- Acting for the betterment of the whole organisation by supporting the vision, not division.
- Creating an enabling work environment in which everybody may speak openly, honestly and without fear of retribution.
- Welcoming new ideas and new people.
- Demonstrating a "can do" attitude.
- Encouraging healthy work practices that support good mental health.

ABOUT THE ROLE

The Event Operations Department is The Events Centre's front line for customer service and is known for friendliness and high-quality service. The food and beverage activities include conferences, functions, a la carte dining, buffets, catering, cafe, bars, and catering for external event services.

Event Attendants deliver a range of services which may include working behind the bar, working in the café/restaurant, ushering, cashiering and merchandise sales.

Event Attendants may be required to work across multiple roles during a shift. Availability and commitment to undertake work on weekends, public holidays and afterhours is required.

RESPONSIBILITIES

Event Operations

- Diligently undertake the event duties you have been assigned which may include ushering, food and beverage attendant, café services, bar services, and cashier and/or a combination of activities.
- Act to deliver smooth and efficient operations in accordance with the event briefing and instructions from the event Duty Manager, TEC policies and procedures, and applicable regulations and WH&S policy.
- As required, advise patrons of the rules of the theatres including the monitoring of the use of recording devices.
- Re-direct visitors and restrict unauthorised access to secure areas as may be required.
- Deliver clear and timely communication with staff, patrons and volunteers showing a positive and respectful attitude.

Venue

- Participate in set-up and clean-up (before, during and after) of venue areas including the foyer, bar, café/restaurant, theatres, meeting rooms, toilets, and any other specified area to ensure all areas are maintained in a professional manner, and attractive and welcoming to patrons.
- Be alert to safety and security issues at all times, take action to promptly address and report any issues as they arise, to ensure safety of self, patrons, staff and volunteers.
- Promptly inform a supervisor of details of any malfunctions, repairs or safety concerns within the theatre, foyer, and public areas.
- Familiarise yourself with and reinforce all of the TEC policies, including workplace health and safety, and proactively contribute to maintaining a safe and clean work environment.
- Participate in staff briefings, training sessions and meetings designed to maintain or improve high standards of service, compliance, health and safety

Customer Service

- Accomplish a level of service quality which consistently exceeds the expectations of patrons, guests, and customers of the Centre.
- Facilitate a safe and enjoyable patron experience reflecting a courteous image to the community.
- Provide feedback and actively participate in a team-based approach for the provision of positive customer service outcomes.

NOTE: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence, and training.

REPORTING

Department Manager:	Event Operations Manager
Direct report:	Events Team Leader
Liaison:	Agency staff/volunteers

SELECTION CRITERIA

- Experience in and willingness to providing a high level of customer service with customer service training or experience in a similar services role.
- Demonstrated experience in cash handling (float reconciliation and EFTPOS is desirable).
- Excellent interpersonal skills with the ability to liaise and communicate effective with a wide range of people.
- Demonstrated ability to work effectively as part of a team.
- Ability to work flexible and irregular hours, sometimes late evenings, as required by the events schedule.
- Understanding of work, health and safety issues.
- This position requires a valid National Police Certificate

QUALIFICATIONS, LICENCES AND CERTIFICATES, ADDITIONAL REQUIREMENTS

Essential

- Current Responsible Service of Alcohol, (RSA) Certificate
- National Police Certificate

Desirable

- First Aid Certificate

ACKNOWLEDGEMENT

I,, accept the position description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

..... Date:/...../.....

Signature of Employee