



## BAR/FRONT OF HOUSE PERSON (LIGHTHOUSE THEATRE) POSITION DESCRIPTION

<b>POSITION NO:</b>	1472
<b>STATUS:</b>	Casual
<b>CLASSIFICATION:</b>	Band 3
<b>OCCUPANT:</b>	Vacant
<b>DATE:</b>	April 2019

### POSITION CONTEXT & OBJECTIVE(S):

The Bar/FOH person is responsible for the set-up and operation of the bar and to provide customer service to Lighthouse Theatre Patrons.

### KEY RESPONSIBILITIES AND DUTIES:

1. To carry out set up and closing procedures in the Bar.
2. To operate the Bar including cash handling
3. To assist the Front of House Coordinator with seating patrons prior to performances/events.
4. To assist the Front of House Coordinator with stock control for Bar consumables.
5. To maintain a clean and tidy service and foyer area as per the Food Safety Program.
6. To assist in the Emergency Evacuation Procedures in place at Lighthouse Theatre.

### Workplace Health and Safety

1. Identify and notify the Front of House Coordinator of any potential dangers or incidents involving staff and patrons to reduce risk at the Centre.
2. In case of emergency assist the Front of House Coordinator as instructed to ensure the safe evacuation of the Centre.

### ORGANISATIONAL RESPONSIBILITIES

In addition to the duties as specified, the following standards/duties shall apply:

#### Customer Services Standards

- Promote Council's customer service charter and comply with Warrnambool City Council Customer Performance Standards
- Provide a consistently high level of service to our customers in a prompt and pleasant manner.
- Ensure accurate and prompt registration of all customer requests within the Warrnambool City Council request system and respond to assigned requests within a prescribed timeframe.
- Maintain the highest ethical standards and confidentiality in dealing with our customers and each other.
- Develop individual skills and knowledge that will better serve our customers.

#### Occupational Health & Safety/Risk Management

- Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts or omissions at the workplace.

- Co-operate with your employer with respect to any action taken by the employer to comply with any requirement imposed by or under the Health & Safety Acts, Regulations and Codes of Practice.
- Work within Occupational Health & Safety Acts, Regulations and Codes of Practice.
- Ensure Council's Risk Management Policy & Procedures are observed and complied with.

**Personal Development & Conduct**

- Identify training and development needs through Annual Appraisal System for yourself and any staff you directly supervise, and participate in corporate training.
- Ensure adherence to Council Code of Conduct, Equal Employment Opportunity, Privacy procedures and other policies and programs.
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.

**Information Technology & Records Management:**

- Ensure appropriate and thorough electronic file management within the corporate library system is maintained.
- Ensure effective utilisation of electronic file management techniques eg: create folders, search for files, print files, etc.
- Ensure effective use of relevant application software systems (appropriate level of training provided).

**Organisation Development:**

- Participate in the Employee Opinion Surveys as requested.
- Participate in Warrnambool City Council's Business Excellence Program and other corporate development programs.

**KEY SELECTION CRITERIA:**

Applicants should address the following in their applications

1. Experience in bar work.
2. Excellent communication skills.
3. Customer Service experience.
4. Capacity to work shifts, including evening and weekend work.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

**POLICE RECORDS CHECK:**

The incumbent must have and maintain a current Police Records and/or Working with Children Check.

YES  NO

**OTHER DUTIES:**

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the relevant Award and/or the Warrnambool City Council Enterprise Agreement.

**ORGANISATIONAL RELATIONSHIPS:**

Reports to:	Lighthouse Theatre Front of House Coordinator
Supervises:	Nil
Internal Contacts:	Lighthouse Theatre Volunteers and Casual Staff
External Contacts:	Patrons, Hirers & Caterers

#### **ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- The Bar/FOH Person is responsible for completing tasks behind the bar and in the Atrium. The Bar Store is to be left in a tidy state with all stock being rotated. They are responsible for security areas for which they have keys (Bar and bar store rooms).

#### **JUDGEMENT AND DECISION MAKING:**

- The Bar/Front of House Person makes decisions within the constraints of the tasks allocated to them by the Front of House Coordinator and would require approval by the Front of House Coordinator for these decisions.
- The Bar/Front of House Person works at all times within the operating procedures as laid down by the Management.
- Guidance and advice will generally be available, however there will be times during service that an "on the spot" decision will be required.

#### **SPECIALIST KNOWLEDGE AND SKILLS:**

- Demonstrated competence and speed in the operation of a Licenced bar.
- Ability to use computerised point of sales systems

#### **MANAGEMENT SKILLS:**

- The Bar/Front of House Person is expected to utilise time management skills within the constraints of operating the Bar as set down by the Front of House Coordinator.

#### **INTERPERSONAL SKILLS:**

The following interpersonal skills are required to be demonstrated:

- Excellent verbal communication skills to be able to interact with patrons.
- Ability to contribute and maintain theatre etiquette in dealings with patrons.
- Polite, friendly and helpful manner.
- To work as part of a team and be able to take direction.

#### **QUALIFICATIONS AND EXPERIENCE:**

The following qualifications and experience are required for the position:

- Hold a current RSA certificate.
- No formal qualifications are required but must have in house training or had practical experience working behind a bar.
- Must be medically fit for the position.

Should eligible candidates not have appropriate qualifications they would need to be prepared to obtain them.

#### **CONDITIONS OF EMPLOYMENT:**

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment.

#### **AGREEMENT:**

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:



## BAR/FRONT OF HOUSE PERSON GENERAL CONDITIONS OF EMPLOYMENT

### TERMS AND CONDITIONS OF EMPLOYMENT:

The conditions of employment are generally in accordance with the Warrnambool City Council Enterprise Agreement. A copy of this document is available by contacting the Organisation Development Branch.

### CODE OF ETHICS:

In addition to recognised professional ethics, Council requires the appointee to adhere to the following principles –

He/she shall not use for his/her personal gain or knowledge nor disclose any confidential information which may be acquired as a result of special opportunities arising out of his/her employment by the Council.

An employee of Council must not make improper use of any information acquired as a result of employment to gain directly or indirectly a pecuniary advantage for himself/herself or for any other person or with intent to cause detriment to the Council.

In addition, employees shall not engage in any private practice (whether or not relating to activities within or outside the municipality) except with the specific permission of the Chief Executive, also being subject to the provisions of the Local Government Act 1989.

Information obtained through employment with the Warrnambool City Council is confidential and therefore cannot be discussed with any outside individuals or organisations, without Council consent. The confidentiality of Council information remains binding even following completion of service with the Warrnambool City Council.

### ORGANISATIONAL RESPONSIBILITIES

In addition to the duties as specified in each Position Description, the following standards/duties shall apply to all staff:

#### Customer Services Standards

- Promote Council's customer service charter and comply with Warrnambool City Council Customer Performance Standards
- Provide a consistently high level of service to our customers in a prompt and pleasant manner.
- Ensure accurate and prompt registration of all customer requests within the Warrnambool City Council request system and respond to assigned requests within a prescribed timeframe.
- Maintain the highest ethical standards and confidentiality in dealing with our customers and each other.
- Develop individual skills and knowledge that will better serve our customers.

#### Occupational Health & Safety/Risk Management

- Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts or omissions at the workplace.
- Co-operate with your employer with respect to any action taken by the employer to comply with any requirement imposed by or under the Health & Safety Acts, Regulations and Codes of Practice.
- Work within Occupational Health & Safety Acts, Regulations and Codes of Practice.
- Ensure Council's Risk Management Policy & Procedures are observed and complied with.

### **Personal Development & Conduct**

- Identify training and development needs through Annual Appraisal System for yourself and any staff you directly supervise, and participate in corporate training.
- Ensure adherence to Council Code of Conduct, Equal Employment Opportunity, Privacy procedures and other policies and programs.
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.

### **Information Technology & Records Management:**

- Ensure appropriate and thorough electronic file management within the corporate library system is maintained.
- Ensure effective utilisation of electronic file management techniques eg: create folders, search for files, print files, etc.
- Ensure effective use of relevant application software systems (appropriate level of training provided).

### **Organisation Development:**

- Participate in the Employee Opinion Surveys as requested.
- Participate in Warrnambool City Council's Business Excellence Program and other corporate development programs.

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## **ANNUAL REVIEW**

Staff participate in an Annual Staff Performance Review which is undertaken in June/July. The Review comprises as a minimum assessment of the following:

- Meeting of established performance objectives.
- Acquisition and satisfactory utilisation of new or enhanced skills.
- Satisfactory service according to Council criteria.
- Review of salary grading based on adopted remuneration management system.

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## **HOURS OF DUTY:**

Hours of duty will be casual - we cannot guarantee you set hours or ongoing work you will be engaged intermittently in relieving work on an as required basis in accordance with Warrnambool City Council's Enterprise Agreement.

Spread of hours for employees working at the Lighthouse Theatre are 7.00am to midnight (Monday to Sunday) in accordance with Warrnambool City Council's Enterprise Agreement, Part B-Award (Clause 33.12)

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## **TENURE:**

The tenure of this position is casual.

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## **MINIMUM EMPLOYMENT PERIOD:**

This position is subject to a minimum employment period (6 months qualifying) during which time the employee's suitability for ongoing employment will be assessed.

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## **SALARY:**

This position is Band 3 and salary will commence at the entry level of 2C with an hourly rate of \$34.57, which includes 25% casual loading in lieu of annual leave, personal leave and public holidays in accordance with Warrnambool City Council's Enterprise Agreement.

## **LEAVE ENTITLEMENTS:**

Annual leave is four weeks per annum. Long service leave is pro-rata after 7 years service. Personal leave is twelve days per annum on full pay (cumulative). Entitlements are pro-rata for part-time employees.

*Please note leave entitlements are not available to those employees who are paid a loading in lieu of sick leave and annual leave.*

## **SUPERANNUATION:**

The Council is required to make a statutory contribution to the scheme for the employee's benefit. The employee may also make a contribution. Since 1<sup>st</sup> July 2013 the statutory contribution is 9.25% of the annual salary.

The Council's Enterprise Agreement provides that:

The Warrnambool City Council shall continue to be a participating employer in the Vision Superannuation Fund (the Defined Benefits Scheme and/or LASPLAN) in accordance with the provisions and requirements of the Vision Super Fund Trust Deeds.

The Warrnambool City Council will also be a participating Employer of HESTA and any Registered Nurse may elect to have their Employer's superannuation funds paid into HESTA.

The Council shall contribute to the above fund(s) in accordance with the Superannuation Guarantee Act 1992, on behalf of each employee.

## **RESIGNATION/TERMINATION:**

Subject to the provisions of the Local Government Act 1989 and Warrnambool City Council's Enterprise Agreement, termination of employment shall be effected by notice in writing by either party.

## **SMOKING:**

Smoking is not permitted in the Council owned and/or managed buildings and also Council vehicles, including plant.

## **EMPLOYEE BENEFITS:**

Council provides support and facilities to enable staff to achieve a realistic work and life balance. In particular we offer the follow employee benefits (many of which are part of Council's Enterprise Agreement):

- Training and career development opportunities including study assistance
- Salary sacrifice arrangements (superannuation and pool/gym membership)
- Flexible leave and work arrangements
- Paid maternity and paternity leave
- Corporate Health & Wellbeing Program
- Corporate Health Insurance Program
- Active Social Club
- Employee Assistance Program – free counselling and support
- Discounted pool/gym memberships

### **Privacy Act Information**

The personal information requested in your application is being collected by the Council for recruitment purposes. The personal information will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The applicant understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information. Requests for access and or correction should be made to the responsible officer and/or the Privacy Officer.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with the Warrnambool City Council Information Privacy Policy and Victorian Information Privacy Act 2000, including the provision of access to that information.

### **INTERVIEW:**

Applicants should be prepared to attend a personal interview, if required.

### **MEDICAL:**

Applicants may be asked to undergo medical assessment in relation to skills required.

### **POLICE CHECK/WORKING WITH CHILDRENS CHECK:**

Applicants may be required to undergo a Police Check and/or Working with Children's Check prior to commencement in a position. (The requirement will be specified in the Position Description)

### **DRIVERS LICENCE:**

Applicants maybe required to hold a current drivers licence (prior to commencement in the position) to fulfil the inherent requirements of this role as specified in the position description.