

POSITION DESCRIPTION



Position Title	EVENT STAFF – FOOD & BEVERAGE
Position Code	C012
Salary System Grade	Grade 1
Approved Date	28/09/2017. G. Bobsien

Primary Purpose of the Position

The role will assist in the preparation of various venues for occasions such as concerts, sporting events, plays, trade shows or other types of events. The role may work in a variety of positions such as concession stand workers, ushers, ticket-takers or set-up personnel. There may be some work to assist in the set-up of lighting, sound and scenery equipment. The role will also be required to keep the events organised and clean.

Job Specific Key Accountabilities



The following Job Specific Key Accountabilities provide a high level description of the outcomes that the incumbent of this position is expected to deliver. These accountabilities are outcomes focused, and should be considered alongside Council's **Our People Capability & Behaviour Framework**:



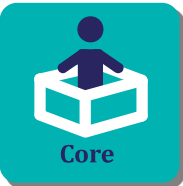
1. **Pre-event Set-up**; Depending on the size and scope of the occasion, Event Staff hired to work prior to an event might perform duties such as setting up bleachers or chairs, building stages or preparing the playing surfaces for sporting events. Pre-event staff members who work in arenas might be responsible for quickly covering a field of play after a game or setting up a wooden floor for an event.
2. **Concessions**: Event staff who are required work in concessions not only serve food and drinks, but must also know how to operate cash registers and check identification for customers who wish to purchase alcoholic beverages. While in general Event Staff need not know how to cook, they may need to prepare food and keep an eye on what is being served, maintain food safety practices and work quickly while practicing good customer service skills.
3. **Ushering**: Event Staff who work as ushers are responsible for making audience members are in their proper seats and that all fire codes are followed by keeping the aisles clear once an event has begun. Ushers may also be required to provide basic information such as the length of the event and the locations of concessions and restrooms.
4. **Ticketing**: Events Staff who work in Ticketing may be responsible for collecting, confirming &/or selling of Event tickets &/or fares. These duties will require good cash handling and customer service skills.
5. **Other Event Duties**: Attractions such as concerts or sporting events often consist of electronics, which means finding people who know how to operate projection units, lighting equipment, sound equipment. These duties generally require prior training, such as a background in theater or audiovisual technologies. These duties may also include stock take, making of entry/tasting packs, poster and flyer distribution.
6. Any other such duties that are commensurate with the employee's skill level, competency and training.

Key Capabilities

The Muswellbrook Shire Council **Our People Capability & Behaviour Framework** applies to all Council employees. This position requires the following level of capabilities and behaviours in accordance with the Framework:



The following 3 capabilities have been selected from the Framework at the level indicated above, as **Key Capabilities** for this job. Key Capabilities are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the typical behaviours expected to be displayed in this position and should be read considered alongside the Job Specific Key Accountabilities:

Muswellbrook Shire Council Capability Framework	
Group and Capability	Capability & Behaviour Descriptors
 <p>Effective Communication - Listen, interpret and convey information in a clear and respectful manner</p>	<ul style="list-style-type: none"> ▪ Explain things clearly and respectfully ▪ Allow others time to speak, and actively listen to others ▪ Approach conflict objectively, and refer to a supervisor where appropriate
 <p>Collaboration - Work within a team environment, cooperate with others and consider the needs of others to achieve shared goals</p>	<ul style="list-style-type: none"> ▪ Participate as a supportive team member and work with other team members to achieve goals ▪ Help other team members to share the load in peak work periods ▪ Work together in challenging situations
 <p>Resilience - Be resilient, open to alternative views, and embrace change</p>	<ul style="list-style-type: none"> ▪ Be open to new ideas and approaches ▪ Offer your opinions and ask questions ▪ Listen to others' opinions and ideas

Key Tickets, Qualifications and Other Skills

1. Higher School Certificate or equivalent required
2. Current Responsible Service of Alcohol (RSA) Certificate
3. Experience in prior customer service preferred
4. Demonstrated strong customer service skills
5. Must have a friendly disposition and a smile
6. Must be able to stay calm in stressful, fast-paced situations
7. Experience dealing effectively with conflict
8. Demonstrated experience and/or capability to deliver the Job Specific Key Accountabilities (above).
9. Demonstrated **Fundamental** key capabilities as defined in the Key Capabilities Table (above).