Department of Communities Tasmania

STATEMENT OF DUTIES

Position Title: Front of House Assistant
Position Number: Generic
Division/Branch/Section: Capability and Resources, Silverdome
Award/Agreement: Tasmanian State Service Award
Classification: General Stream Band 1
Position Status*: Fixed-term
Position Type*: Casual
Location: North
Reports to: Business Manager
Check Type: Annulled
Check Frequency: Pre-employment

* The above details in relation to Position Status and Position Type may be different when this position is advertised – please refer to the advertisement for vacancy details.

About Us

Communities Tasmania brings together a range of functions, programs and initiatives aimed at enhancing and improving the lives of all Tasmanians. To create strong, inclusive and proud communities the Department will collaborate with our community-based partners to empower individuals and families throughout Tasmania to lead fulfilling lives.

Communities Tasmania provides opportunities for all Tasmanians to participate in community life and sport and recreation; supports, protects and nurtures vulnerable children, young people and their families; delivers and facilitates specialist disability services; and provides services to support social and affordable housing. The services of Communities Tasmania are based in all major centres throughout Tasmania, therefore some roles may require intrastate travel.

The Silverdome is a large indoor arena used for sport and recreation and commercial events in Launceston Tasmania.

Primary Purpose

Is the first point of contact for the public during functions held at the Silverdome building and facilities and guide patrons to seating allocations during events.
Primary Duties

1. Provide high level of customer service to all patrons at the Silverdome.
2. Provide general information regarding Silverdome activities and programs, services and retail products to patrons.
3. Assist with the safety and security of the facility, the patrons and the general environment.
4. Assist Silverdome patrons to enter and exit the facility in the quickest and most direct route.
5. Observe patron behaviour during functions, monitor on-site security and refer appropriately to supervisor.
6. Assist with refuse collection within the Silverdome facility.
7. Actively participate in and contribute to the organisation’s Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
8. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Level of Responsibility, Direction and Supervision

- The Front-of-House Assistant is responsible for providing customer service and assisting with the safety and security of Silverdome patrons.
- The occupant is responsible for complying with relevant Workplace Health and Safety legislation and departmental policies and procedures as relating to this position.
- Direct supervision and tasking will be provided by the Business Manager. While undertaking duties at the Silverdome, initiative would be exercised when responding to enquiries.

Essential Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee’s responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

- The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:
  1. Conviction checks in the following areas:
a) crimes of violence
b) sex related offences
c) serious drug offences
d) crimes involving dishonesty

2 Identification check
3 Disciplinary action in previous employment check.

Desirable Requirements
- Workplace II Senior First Aid Certificate
- Working with Children Certificate

Selection Criteria
1. Demonstrated customer service skills.
2. Well-developed interpersonal and verbal communication skills.
3. Ability to provide assistance to the public in relation to the normal activities of a multi-purpose or sporting venue, including front of house services.
4. Demonstrated ability to work in a team environment.
5. An understanding of the principles of cleanliness, safety and security in a public environment.

Values and Behaviours
We are a values-based organisation. Our aim is to attract, recruit and retain people who uphold our values and are committed to building a strong values-based culture. Our values and behaviours reflect what we consider to be important.

Communities Tasmania is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of Communities Tasmania enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people’s career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

Communities Tasmania does not tolerate violence, especially violence against women and children.
State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the State Service Act 2000. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.


Fraud Management: Communities Tasmania has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, the Agency’s fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Executive Director Capability and Resources or to the Manager Internal Audit. Communities Tasmania is committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and is conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the Public Interest Disclosure Act 2002. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the State Service Act 2000.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant manager can provide details to the occupant of delegations applicable to this position. Communities Tasmania has a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of the Agency’s fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by Communities Tasmania policy) with Communities Tasmania are expected to comply with Agency policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of Communities Tasmania are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: Communities Tasmania is a smoke-free work environment. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.