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DUTY STATEMENT – CASUAL POSITION

Venue Assistant

Position Level

Level 2

Faculty/Division

Division of External Engagement

Original document creation

June 2023

Position Summary

The role is responsible for front of house duties, and oversight of furniture and venue setups required for the delivery of meetings and events within Hospitality managed spaces. Normal hours of work will include morning, evenings, weekdays, and weekends on a designated basis determined by event bookings.

This role will:

- Provide front-of-house services within Hospitality managed spaces including, welcoming guests to venues or events, providing directions and answering venue related questions.
- Collaborate with service providers (cleaning, security) to ensure client booking requirements are met and venue presentation standards are maintained.
- Assist clients with on-site queries, solve simple operational problems and follow venue processes and procedures.
- Follow instructions provided by Venue Coordinators, oversee crew tasks, complete end of shift documentation and report maintenance requirements.
- Setup furniture for meetings, events, and classes, ensuring room layout is as per documented brief and venues are well presented.
- Assist with basic AV support.
- Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

A person engaged is generally expected to have the following skills and experience:

- High level of customer service
- Good verbal and written communication skills
- Ability to solve problems following learnt procedures.
- Experience within hospitality, venues, or events industry desirable.

Additional Pre-employment checks required for this position.

- Right to Work Check

About this document

This Duty Statement outlines the job duties, required skills & pre employment checks required to successfully perform the role. This document is intended to determine the scope of the position. To change the requirements of a position contact the HR Business Partnering team.