

# Statement of Duties

## Department of Premier and Cabinet

As at 11 July 2017

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<b>Position title:</b>	Front-of-House Assistant
<b>Position number:</b>	Various
<b>Award/Agreement:</b>	Tasmanian State Service
<b>Classification level:</b>	General Stream Band 1
<b>Division/branch/section:</b>	Silverdome, Communities, Sport and Recreation
<b>Full Time Equivalent (FTE):</b>	1.00
<b>Location:</b>	Launceston
<b>Position status:</b>	Casual or Fixed-Term
<b>Ordinary hours per week:</b>	36.75
<b>Supervisor:</b>	

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### **Agency/Department values:**

DPAC values underpin our culture and guide our decision making and behaviour. Our values are:

#### **Excellence**

We strive for excellence at all times.

#### **Customer-focused**

Our customers are at the centre of what we do and how we do it.

#### **Working together**

We support and respect one another and work with others to achieve results.

#### **Being professional**

We act with integrity and are accountable and transparent

For more information about DPAC visit [www.dpac.tas.gov.au](http://www.dpac.tas.gov.au)

## Statement of Duties: Front-of-House Assistant

### **Division profile:**

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

### **Position objective:**

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.

### **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.

### **Level of responsibility:**

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.

### **Reporting structure:**

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.

### **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.

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### **Desirable requirements:**

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

### **Essential requirements:**

The Head of the State Service has determined that the person nominated for this role is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

1. Conviction check
  - Crimes of violence
  - Sex related offences
  - Serious drug offences
  - Crimes involving dishonesty

2. Identification Check

### **State Service Principles:**

Employees should familiarise themselves with the State Service Principles (view at [thelaw.tas.gov.au](http://thelaw.tas.gov.au) website) and must work to ensure the Principles are embedded into the culture of the Agency and that the Principles are applied to all Agency decision making and activities.

### **Code of Conduct:**

The State Service Code of Conduct (view at [thelaw.tas.gov.au](http://thelaw.tas.gov.au) website) complements the State Service Principles and requires employees and officers to act appropriately in the course of their duties and to maintain the confidence of the community in the activities of the State Service.

### **Workplace diversity:**

The Department is committed to high standards of performance in respect to managing diversity.

### **Workplace health and safety:**

The Department is committed to high standards of performance in respect to work health and safety and managing diversity.

All employees are expected to participate in maintaining safe working conditions and practices and to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

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Smoking is not permitted in the workplace or government vehicles.

Staff are also responsible for adhering to the instructions within the security plan and are expected to be pro-active in identifying threats in their workplace, in particular challenging or reporting anyone who is not properly identified within their workplace. All staff are to be familiar with and participate in all evacuation drills.

### **White Ribbon:**

The Department is committed to providing a healthy and safe working environment for all employees and has a zero tolerance for violence, including violence against women.