

# Department of State Growth

## Statement of Duties

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<b>Position Title:</b>	Front of House Assistant
<b>Position number:</b>	Various
<b>Award/Agreement:</b>	Tasmanian State Service Award
<b>Classification level:</b>	General Stream Band I
<b>Division/branch/section:</b>	Culture, Arts and Sport - Silverdome
<b>Location:</b>	North
<b>Employment status:</b>	Casual
<b>Supervisor:</b>	Business Manager - Silverdome

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### Position Objective

The Front of House Assistant is the first point of contact for the public during functions held at the Silverdome building and facilities and guides patrons to seating allocations during events.

### Major Duties

- Provide high level of customer service to all patrons at the Silverdome.
- Provide general information regarding Silverdome activities and programs, services and retail products to patrons.
- Assist with the safety and security of the facility, the patrons and the general environment.
- Assist Silverdome patrons to enter and exit the facility in the quickest and most direct route.
- Observe patron behaviour during functions, monitor on-site security and refer appropriately to supervisor.
- Assist with refuse collection within the Silverdome facility.
- 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.
- 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.

## **Scope of Work: (Responsibility, Decision-Making and Direction Received)**

- 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.

## **Selection Criteria (Knowledge and Skills):**

- Demonstrated customer service skills.
- Well-developed interpersonal and verbal communication skills.
- 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.
- Demonstrated ability to work in a team environment.
- An understanding of the principles of cleanliness, safety and security in a public environment.

## **Position Requirements**

### ***Pre-employment***

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 checks in the following areas:
  - crimes of violence
  - sex related offences
  - serious drug offences
  - crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

### ***Essential***

- Nil

### ***Desirable***

- Workplace II Senior First Aid Certificate

## Working at State Growth

The Department of State Growth works to grow our economy and provide opportunities for all Tasmanians. We provide support and strategy advice in relation to key economic drivers including energy, industry sectors, resources, regulation and infrastructure. We support the delivery of a range of public services and have a strong focus on investment attraction and the development of innovative strategies that drive state growth.

The Department's website <https://www.stategrowth.tas.gov.au/> provides more information.

Our department is a diverse, inclusive and flexible workplace that enables our people to contribute to their full potential. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our clients with respect.

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

*Our people* who are at the heart of the organisation; *our decisions* which are based on sound principles; and *our clients* who are at the centre of what we do.

We have the **Courage to Make a Difference** through:

- **Teamwork** – our teams are diverse, caring and productive
- **Respect** – we are fair, trusting and appreciative
- **Excellence** – we take pride in our work and encourage new ideas to deliver public value
- **Integrity** – we are ethical and accountable in all we do

We are committed to high standards of performance relating to Workplace Health and Safety and all employees are expected to participate in maintaining safe working conditions and practices. State Growth has zero tolerance to violence, including violence against women and any form of family violence. We will take an active role to support employees and their families by providing a workplace that promotes their safety and provides the flexibility to support employees to live free from violence.

All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to (*State Service Act 2000*). These can be located at State Service Management Office ([www.dpac.tas.gov.au/divisions/ssmo](http://www.dpac.tas.gov.au/divisions/ssmo))

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