

Role Title: Front of House Volunteer / Volunteer Usher

Role Description: Greeting and assisting patrons who attend performances and events at any of the suite of venues operated by Bendigo Venues & Events. Roles will involve performing other functions important to the operations of the venue designed to assist patrons to have an enjoyable and safe experience.

Unit: Bendigo Venues & Events (BV&E), City of Greater Bendigo

Date Reviewed: April, 2021

Strategy & Growth Directorate, City of Greater Bendigo:

This Directorate is responsible for the management of Bendigo Venues & Events along with the Bendigo Art Gallery, Tourism and Major Events, Bendigo Livestock Exchange, Bendigo Airport and Statutory Planning. It is involved in supporting the development of industry and small business in Greater Bendigo as well as preparing long terms strategies and plans to guide development and service provision in to the future, including sustainable environmental practices and policies. Importantly, the unit also facilitates an annual calendar of sporting, cultural, commercial and community events.

Bendigo Venues & Events (BV&E):

This Unit presents a broad range of community, state, national and international events including live theatre, dance, fine and contemporary music and other performing arts activities across a varied suite of venues.

BV&E's venues have an equally busy commercial life through the hosting of weddings, conferences, seminars, celebrations, ceremonies, classes and community events and by offering professional theatres, fully supported ticketing and box office, first-class function facilities, exclusive catering, exhibition spaces and dedicated community access venues.

Position and Role Objectives:

- To provide high quality customer focused and professional Front of House (FOH) services for performances, functions and events conducted by BV&E.
- To represent BV&E and the City of Greater Bendigo (CoGB) at events.
- To give patrons the 'red carpet' treatment during their visit to one of the venues.

Key Responsibilities and Duties:

- Deliver a high standard of customer service to all guests and patrons.
- Offer friendly, knowledgeable and courteous assistance to patrons when required.
- Perform ushering duties as directed by BV&E's FOH Staff.
- Monitor auditorium doors, check tickets and assist patrons with directions to seats as required.
- Open and close auditorium doors quickly and quietly for any patrons wishing to leave or enter the auditorium during the performance, ensuring minimal inconvenience to other patrons.
- Remain at the auditorium doors during interval.
- Close doors when show commences and interval concludes or as directed by FOH Staff.
- Assist with the clearing of patrons from the auditorium at the conclusion of the performance.
- Assist with the collection and clearing of any larger items of rubbish or theatre glasses (reusable plastic style from the bar)
- Inform FOH Staff of any inappropriate patron behaviour which may require their attention.
- Provide a polite and friendly presence around the venue and/or auditorium doors and act as additional helpful 'eyes and ears' for FOH Staff by reporting anything requiring their attention or assistance.
- Assist in the evacuation of patrons in the event of an emergency and evacuation as outlined in the BV&E Emergency Plans for the venues.
- Report any incident or injury to the FOH Staff.

Extent of Authority:

- These positions are very hands-on with a strong customer service focus. The freedom to act is governed by standards and procedures set out by the FOH Supervisor and Supervising Technician on duty within the venue.
- Providing general assistance and advice to patrons requiring it.
- Guidance and advice are always available from the FOH Staff.

Organisational Relationships:

Reports to: Front of House Supervisor

Front of House Attendant

Supervising Technician

Supervises: Nil

Internal Liaisons: BV&E and CoGB Staff

External Liaisons: Patrons and Visitors

Conditions of Volunteering:

- Hours of duty will vary according to performances and events. A considerable portion of rostered hours will be on weekends and evenings.
- Ushers are rostered to report for briefing by the FOH Supervisor at the time shown on the schedule (generally 60-75 minutes prior to the performance commencing)
- Volunteers will be required to be available some evenings and should arrange appropriate transport to and from the venue.
- The FOH roles require a range of physical demands which may include standing for reasonably long periods of time (generally not in excess of one hour), use of stairs, moving solid auditorium doors, standing up from a seated position to assist patrons, assisting elderly patrons to seats and working in low or very low light environments.
- Possess the ability to clearly read and comprehend tickets and other information as required.
- Attend rostered volunteer shifts well presented, wearing clean black trousers and black shirt or skirt/dress, enclosed black shoes and with supplied name badge.

Interpersonal Skills:

- Ability to demonstrate and display CoGB's values and behaviours.
- Ability to provide good customer service adhering to CoGB's Customer Service Charter.
- Ability to maintain confidentiality at all times.
- Ability to relate to a wide range of people across all demographics.
- Be a team player while working effectively in a busy environment.
- Ability to follow direct instructions.

Qualifications and Experience:

- Substantial experience in a customer service environment.
- Knowledge of the arts and entertainment or similar industry.
- A demonstrated understanding of safety and security issues relating to public buildings.
- Current Working with Children Check.

Capability Selection Criteria:

- Substantial experience in high level customer service.
- Ability to work as part of a team.
- Ability to solve problems and communicate solutions.
- Strong verbal communication skills.
- Knowledge and commitment to the principles of equal employment opportunity and occupational health and safety.