

POSITION TITLE:	Usher
EMPLOYMENT STATUS:	Volunteer Position
UNIT:	Bendigo Venues & Events

THE UNIT

Bendigo Venues and Events (BV&E) is a business unit of the City of Greater Bendigo and a dynamic leader in performing arts programs and cultural activity, who inspires vibrant, creative communities. BV&E manages and programs five of Bendigo's premiere arts and events venues - Ulumbarra Theatre, The Capital, Engine Room, Dudley House and Bendigo Town Hall. The Unit also curates Djaa Djuwima gallery, supports temporary public art initiatives and delivers a range of cultural development initiatives. Further information is found at our website.

POSITION OBJECTIVE

The Usher role operates within the Audience Services Team to supplement customer service during public events by supporting wayfinding, and by assisting with the provision of general information, and escalation to Audience Services staff.

KEY RESPONSIBILITIES AND DUTIES

- Greeting event attendees on arrival and departure.
- Provide general information to event attendees and assist with wayfinding.
- Assist event attendees with finding their seats.
- Assist with preparing foyer and public areas prior to events, including basic set-up and marketing tasks as directed.
- Minor tidy-up tasks as directed.
- Observe audience behaviour and venue conditions and report issues or incidents to Audience Services staff.
- In the event of an emergency, follow the directions of Audience Services staff.
- Compliance with BV&E programming policy, recognising that content may at times challenge or differ from individual beliefs.

SKILLS AND ATTRIBUTES

Technical/specialist skills:	Microsoft Office suite, administration skills, customer service
Personal attributes:	Communication, teamwork, time management, comprehension

ORGANISATIONAL RELATIONSHIPS

Reports to:	Audience Services Supervisor, Senior Audience Services Officer on shift
Internal Liaisons:	City employees
External Liaisons:	General public, customers and external suppliers

ADDITIONAL INFORMATION

- A satisfactory Police Record Check and Working with Children Check and evidence of any required vaccinations is required for this position.
- You will comply with and follow all Occupational Health and Safety requirements as set out in all relevant policies, procedures, legislation and Acts.
- You may be provided with or use equipment that contains electronic monitoring devices. There is flexibility in volunteering hours.

KEY SELECTION CRITERIA

- Demonstrated ability to work in a team with a strong focus on customer service.
- Sound communications skills and an ability to maintain both written and electronic records.
- Ability to follow instructions and apply procedures under the direction of the Audience Services team.
- Demonstrated use of computer software including Microsoft Office suite and Better Impact/ My Impact.

Position Demands	Rare	Occasional	Frequent	Constant	N/A
	<5% of the time	5% - 33% of the time	34% - 66% of the time	>66% of the time	
Physical demands					
Sitting		✓			
Standing				✓	
Walking			✓		
Stairs/ climbing ladders			✓		
Squatting/ bending/ crouching		✓			
Neck movement		✓			
Trunk movement including rotation		✓			
Foot movement				✓	
Bilateral upper limb use - below shoulder height		✓			
Bilateral upper limb use - above shoulder height		✓			
Repetitive movement of upper limb		✓			
Gripping with hands			✓		
Fine motor skills		✓			
Reaching forward			✓		
Lifting - up to 10kg		✓			
Lifting - between 10kg and 20kg	✓				
Carrying – up to 10kg		✓			
Carrying – between 10kg and 20kg	✓				
Pushing/ pulling objects		✓			
Working in confined spaces					✓
Exposure to hazardous noise	✓				
Balancing / uneven ground					✓
Exposure to vibration	✓				
Exposure to extreme heat/cold and/or UV radiation					✓
Exposure to airborne hazardous substances					✓
Exposure to infectious diseases					✓
Cognitive / Psychological demands					
Management of resources/personnel/financial/material					✓
Verbal communication				✓	
Attention to detail or concentration				✓	
Reading/Written literacy			✓		
Numerical skills	✓				
Exposure to distracting stimuli				✓	
Working co-operatively with others				✓	
Performance of multiple tasks with time management skills			✓		
Exposure to sensitive or distressing content or events			✓		
Deadline pressures – activities are performed under time restraints			✓		
Dealing with challenging behaviours, including aggression or conflict with public				✓	
Task unpredictability				✓	
Frequency of decision making					✓
Working remotely or in isolated work					✓
Other					
Vaccinations that may be required	NIL				

Skills and knowledge:

- Proficiency in the application of standardised procedures, practices and/or in the operation of equipment or knowledge of the use of plant which requires the exercise of a limited degree of skill.
- An understanding of the function of the position within its organisational context, including relevant policies and procedures.
- Use of computer software including Microsoft Office suite is dependent on the activity.

Management skills:

- Basic skills in managing time and planning and organising one's own work so as to achieve specific objectives in the most efficient way within resources available and within a set timetable.

Interpersonal skills:

- Ability to demonstrate and display the City's staff values and behaviours.
- Ability to provide excellent customer service in adherence to the City's Customer Service Charter.
- Skills in oral and written communication with clients, other employees and members of the public.