



POSITION DESCRIPTION

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| POSITION TITLE | SAC Casual Venue Supervisor |
| LOCATION | Salamanca Arts Centre, Hobart Tasmania |
| CLASSIFICATION | SAC Technical Employee Level 6 |
| TYPE OF EMPLOYMENT | Casual |
| REPORTS TO | SAC Front of House Coordinator |

Position Objective

To provide general supervision and facilitation of events undertaken in SAC venues which have been appraised to have elements of risk pertaining to the service of alcohol, patron behavior or the integrity of SAC property.

To assist with room set-up and bar set-up for functions / events and to serve or assist in the service of alcoholic and non-alcoholic drinks at Salamanca Arts Centre events and functions.

Operational Environment

The company is a not for profit organisation governed by a board of seven non-executive directors who set the strategic direction for the organisation.

Salamanca Arts Centre is a valued and vibrant arts hub where ideas, creativity and opportunities ignite and prosper, where artists are inspired and supported, where audiences are challenged and charmed, where diversity is respected.

Salamanca Arts Centre is also a heritage tourist attraction, providing community facilities and engagement, presenting and facilitating arts and cultural programs and projects, supporting resident arts businesses and cultural organisations that combine to contribute to Tasmania's cultural and general economy, employment and income base for artists and arts-based small businesses.

Organisational Culture

SAC operates within a flexible team-based environment. There is an emphasis on cross skilling and mutual support to allow staff members to more effectively achieve operational objectives. Opportunity for work-related professional development is provided.

Individual staff members are encouraged to set personal development goals and assume ownership of work outcomes.

SAC staff and contractors operate as a safety conscious team with a focus on a holistic safety environment

Role of SAC Venue Supervisor

Venue Supervisors work under the supervision and direction of the Front of House Coordinator and with other SAC Venues Supervisors, to ensure the safety and wellbeing of patrons attending events at SAC venues. SAC Venue Supervisors will actively mitigate against public liability risk, protect the integrity of SAC's Liquor License and undertake hosting and facilitating duties. Venue Supervisors work both visibly and behind the scenes as necessary, performing a wide range of tasks to ensure artists and patrons have a positive experience.

Key Responsibilities:

- Maintain safety of SAC patrons;
- Instigate and coordinate emergency procedures;
- Monitor and maintain appropriate behavior;
- Protect the integrity of SAC Liquor License in accordance with SAC House Policy;
- Safeguard SAC property;
- Actively mitigate against public liability risk;
- Fulfill role as SAC representative and host;
- Troubleshoot and facilitate problems;
- Report problems to SAC Front of House/Facilities/Operations Managers

Position Accountability:

This position is reportable to the Front of House Coordinator.

Remuneration:

The rate for this position is based on the Salamanca Arts Centre Enterprise Agreement, which is comparable to that of the Live Performance Award 2020.

Performance

Key Result Areas

Patron safety
Patron behavior
Integrity of Liquor License
Integrity of SAC property
Insurance risk
Hosting and facilitating

Key Performance Indicators

No incidents – satisfied patrons
Patrons controlled firmly and without complaint
No License breaches
No damage to SAC property
No insurance claims
Positive feedback after events

Skills and Personal Attributes

Confident, patient and polite interpersonal communication skills;
Understanding of SAC's objectives
Ability to take control and delegate during an emergency;
Proven time management skills;
Computer literate and broad understanding of venue production technology;
High level of personal presentation;
Ability to work autonomously with self-motivation, as well as in a team environment.

Qualifications

Essential: Responsible Service of Alcohol Certificate
Experience in the hospitality and / or events industry
Desirable Interest in the arts and culture
Experience in event production
Driver's license
Current 1st Aid Certificate
Working with Vulnerable Persons Certificate

Selection Criteria

Demonstrated interpersonal communication skills
Proven experience in hospitality and / or events industry
Demonstrated interest in arts and culture
Demonstrated ability to deal with emergencies
Demonstrated time management
Demonstrated ability to work autonomously and in a team environment
Demonstrated computer literacy

Performance Review:

There is a three- month probationary period for all recruitment at SAC.
An annual performance review is conducted with all staff.

Work Health and Safety:

SAC staff and contractors operate as a safety conscious team with a focus on a holistic safety environment. All employees are required to report to the SAC WHS Committee and representatives at their site with respect to action taken to comply with WH&S requirements.