

## Position Description – Front of House (FOH) Casual

### Job Specification

Job Title: Front of House - Casual  
 Department: Production  
 Reports To: Front of House Coordinator  
 Direct Reports: Nil

### Job Scope

Front of House Casuals will be involved with the successful operation and delivery of front of house services to support the safe and professional delivery presentation of Darwin Festival events at venues.

Front of House Casuals utilise excellent customer service and communication skills to achieve the best quality service and works as part of a team of production professionals and Festival staff and crew.

Key Accountabilities	Tasks	Results
<p>Customer Service 60%</p>	<ul style="list-style-type: none"> <li>Manage customer complaints promptly and according to policy</li> <li>Assist with venue bump-ins, bump-outs, and venue changeovers as required</li> <li>Remain informed of the program content in the venue and special access arrangements</li> <li>Liaise with volunteer staff assigned to venues, ensuring volunteers are treated respectfully and feel part of the team</li> </ul>	<ul style="list-style-type: none"> <li>Full customer satisfaction for both external and internal stakeholders</li> <li>Customer complaints effectively managed and as per policy</li> <li>Proactive and positive participation with venue bump-ins, bump-outs and venue changeovers as required</li> </ul>

Key Accountabilities	Tasks	Results
		<ul style="list-style-type: none"> <li>• Full prior knowledge &amp; understanding of program content, the venue and special access requirements</li> </ul>
<p>Communication 20%</p>	<ul style="list-style-type: none"> <li>• Work collaboratively with all Festival team members to ensure open and clear sharing of information across all channels</li> <li>• Communication and maintain relationships with external stakeholders (including, but not limited to, Cleaners, Security, Festival Sponsors)</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated effective communication and collaboration with all Festival team members and related stakeholders</li> <li>• Timely notification of any changes to projects or schedules to Production Department Management</li> </ul>
<p>General Duties 5%</p>	<ul style="list-style-type: none"> <li>• Attend Festival functions, briefings and team meetings as required</li> <li>• Any other duties as reasonably requested by the Production Manager, Head of Production and/or CEO</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive and punctual attendance at all required meetings</li> <li>• All assigned duties carried out in a proactive, positive and professional manner at all times</li> </ul>
<p>Teamwork 5%</p>	<ul style="list-style-type: none"> <li>• Always maintain professionalism and follow standards as outlined in the Employee Handbook or relevant document.</li> <li>• Follow direction as given by senior team members</li> <li>• Adhere to Darwin Festival Values and Code of Conduct as outlined in the Employee Handbook</li> <li>• Respect for the work environment, each other and all stakeholders</li> <li>• Foster a collaborative team environment where creativity, suggestions and ideas are actively encouraged</li> </ul>	<ul style="list-style-type: none"> <li>• Full compliance and advocacy for all points raised</li> </ul>

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> <li>Support other team members by being understanding, approachable and patient</li> <li>Punctual to all work-related events including but not limited to start time, meetings and onsite work</li> <li>Take an active role in procedures and initiatives, including but not limited to: WH&amp;S, Project Management, HR Induction, Onboarding etc.</li> </ul>	
<p>WHS 5%</p>	<ul style="list-style-type: none"> <li>Raise and report any or potential hazard or incident in the first instance within enableHR and to your direct Manager</li> <li>WH&amp;S compliance – observe all work health and safety and Darwin Festival policy and initiative requirements to contribute to a safe, healthy and ethical workplace</li> <li>Effectively manage any Workcover claims (if applicable), work with stakeholders to minimise risks</li> <li>Ensure you have contributed to the consultative process by advising management of any past, present or potential WH&amp;S risks</li> <li>Ensure activities are conducted within the approved guidelines of relevant public safety acts and regulations relating to live public performance and in accordance with approved WHS standards</li> <li>Undertake the responsibilities of Warden during event delivery</li> </ul>	<ul style="list-style-type: none"> <li>All WH&amp;S matters raised with your Manager in the first instance</li> <li>Adherence to all WH&amp;S policies, procedures and instructions</li> <li>Any Workcover claim (if applicable) is well documented, resolved in best time frame, ensure risk mitigation steps and measures in place</li> <li>Promoter of best practice WH&amp;S at all times</li> <li>Warden duties completed thoroughly and in a timely manner</li> </ul>
<p>Compliance 5%</p>	<ul style="list-style-type: none"> <li>Demonstrate 100% compliance with any relevant government legislation</li> <li>Be fully conversant and compliant with all Darwin Festival Policies and Procedures</li> </ul>	<ul style="list-style-type: none"> <li>No instances of non-compliance</li> <li>Promoter of compliance within the organization at all times</li> </ul>

Key Accountabilities	Tasks	Results
	<ul style="list-style-type: none"> <li>Ensure internal control procedures are followed through (e.g. correct forms used to action associated tasks)</li> </ul>	

## Person Specification

Experience	Education	Personal Attributes	Potential	Alignment with Organisational Values
<ul style="list-style-type: none"> <li>• Minimum three years' experience in production or FOH, preferably in a major event and/or festival environment, with demonstrated successful project management and problem-solving skills</li> <li>• Excellent knowledge of the venue operational requirements for live performance</li> <li>• High level interpersonal, verbal and written communication skills</li> <li>• Proven ability to multi-task</li> </ul>	<ul style="list-style-type: none"> <li>• Desirable: current first aid certification</li> <li>• Desirable: current Working with Children certification</li> <li>• Demonstrated successful minimum 2-3 years in a similar role a must</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills and the ability to build a rapport with a range of stakeholders to encourage cooperation and collaboration</li> <li>• High level organisational skills</li> <li>• Demonstrated capacity to meet deadlines with an ability to work in a systematic way and provide direction to others</li> <li>• Capacity to work as part of a small busy team under pressure, with a positive, collaborative, respectful and inclusive attitude.</li> <li>• Excellent decision-making skills to reduce chances of error</li> </ul>	<ul style="list-style-type: none"> <li>• Number of potential career options dependent on business needs and the contribution, experience and desire of worker</li> </ul>	<ul style="list-style-type: none"> <li>• We ensure a safe and healthy workplace for all</li> <li>• We believe in honesty and acting with care, diligence and integrity in everything we do</li> <li>• Foster a culture of mutual respect with the proper regard for the rights and dignity of others</li> <li>• We strive for compliance and continuous improvement daily teamwork – we enjoy our work and work collectively to achieve goals</li> <li>• We are accountable for our actions, performance and behaviours</li> </ul>

Experience	Education	Personal Attributes	Potential	Alignment with Organisational Values
		<ul style="list-style-type: none"> <li>• Proactive and pragmatic approach to responsibilities - able to show and share enthusiasm with Team</li> <li>• Computer literate, able to self-administrate, pick up new systems and processes quickly and also share expertise readily with others.</li> </ul>		

### Acknowledgment

Please acknowledge that you understand and will abide by this position description by signing both copies, one copy should be retained by yourself and the other copy is to be returned to the Human Resources Department.

Employee		Signature	Date	
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