



Events Operations Team

Ticketing

Description:

The ticketing person plays a vital role in representing the theatre and making a positive, welcoming and inclusive first impression for attendees.

Responsibilities:

- Providing a high level of customer service with a patient, welcoming demeanor
- Handling cash and capturing ticketing information
- Answering questions appropriately
- Resolving issues and escalating concerns to the Duty Manager or Host/committee member
- Giving all cash and ticketing information to the Host after doors are closed
- Understanding and upholding the [Safe Spaces Policy](#)
- Understanding and abiding by the health and safety procedures

Staff required:

1 per ticketed event (unless arranged by the performer)

Start:

15 mins prior to doors opening for event

Finish:

30-60 mins after event start time

Compensation:

\$20 BP fuel voucher, Free entry to the rostered event plus 1 free drink from the bar



Events Operations Team

Bar Service

Description:

Bar staff play an integral role of serving beverages and food offerings that complement an event.

As a key front of house role, they are responsible for providing a high level of customer service and possess the necessary skills, training and/or knowledge to serve alcohol in a responsible manner while discreetly raising any issues or concerns to the acting Duty Manager or an event host if required.

Responsibilities:

- Putting up appropriate signage prior to the event
- Providing a high level of customer service
- Cash handling
- Reheating and serving food according to the food control plan
- Serving alcohol in a responsible manner
- Ensuring water is topped up and visibly displayed
- Resolving issues and escalating concerns to the Duty Manager or Host/committee member
- Understanding and upholding the [Safe Spaces Policy](#)
- Understanding and abiding by the health and safety procedures

Responsibilities after event:

- Cleaning the kitchen area and dishes
- Putting all recycling outside in the bins provided
- Returning unused stock to storage
- Balancing the till and returning all cash to the Host at event conclusion

Staff required:

1-2 per event when alcohol is being sold

Start:

15-30 mins prior to doors opening for event

Finish:

30 mins after event conclusion

Compensation:

\$20 BP fuel voucher, Free entry to the rostered event plus 1 free drink from the bar



Events Operations Team

Bar Duty Manager

Description:

With bar sales being the main income source during events, our acting Duty Manager holds a high level of responsibility for ensuring alcohol consumption is not excessive, minors are not served alcohol and that assisting bar staff conduct themselves in a way that does not bring the venue into disrepute or risk the loss of our on-license.

As a key event management role you would be responsible for providing a measured service and uphold the necessary skills, training and/or knowledge to serve alcohol in a responsible manner in accordance with our Host Responsibility Policy and de-escalating or discreetly raising any issues or concerns to a committee member if required.

Responsibilities:

- Upholding and promoting the Sale and Supply of Alcohol Act and conditions of the theatre's [Host Responsibility Policy](#)
- Providing a high level of customer service
- Cash handling
- Reheating and serving food according to the food control plan
- Serving alcohol in a responsible manner
- Ensuring water is available
- Resolving issues and escalating concerns to the Host/committee member
- Understanding and upholding the [Safe Spaces Policy](#)
- Understanding and abiding by the health and safety procedures

Staff required:

1 per event when alcohol is being sold

Start:

15 mins prior to doors opening for event

Finish:

At event conclusion

Compensation:

\$40 BP fuel voucher, Free entry to the rostered event plus 1 free drink from the bar. Duty manager is also due additional \$20 for bar service.



Events Operations Team

Host

Description:

As a representative of the theatre and the society, the host is visible and available for attendees, performers and the events team to assist where needed.

A key function of this role is to regularly patrol an event, ensuring performer/attendee conduct is safe, rowdy or disruptive behaviour is discouraged and discreetly managing or calling upon others to assist where an intervention might be required in accordance with our Safe Spaces Policy.

This role includes reading the safety briefing, introducing the performers and conducting an evacuation procedure if required.

Responsibilities:

- Upholding the health and safety procedures
- Carrying out the safety briefing
- Taking charge in an emergency
- Recording any incidents
- Upholding and promoting the [Safe Spaces Policy](#)
- Monitoring and collecting glassware
- Resolving issues and dealing with concerns
- Providing a high level of customer service
- Assisting the events team, attendees and performers as needed

Responsibilities after event:

- Ensuring safe storage of cash
- Reporting event stats to the committee
- Reporting any incidents to the committee

Staff required:

1-2 per medium-large scale event (committee member or theatre management only)

Start:

15 mins prior to doors opening for event

Finish:

30 mins after event conclusion

Compensation:

\$20 BP fuel voucher, Free entry to the rostered event plus 1 free drink from the bar



Events Operations Team

Cleaner

Description:

With the venue serving multiple uses and events sometimes being back-to-back, the cleaning staff play a critical role of ensuring the venue is reset and cleaned to a good standard following each event and prior to its next use.

As events typically take place in the evening there is occasionally some flexibility (by prior arrangement) to either carry out tasks in the evening following an event or on the following day.

Cleaning may include mopping/sweeping main auditorium (where required), vacuuming carpeted areas ground level, cleaning toilets including restocking toilet paper and towels, replacing table cloths, ensuring all rubbish is bagged and left outside cafe exit in black rubbish bin, lights are switched off, doors and windows are closed and locked and keys are returned to the lock box.

Responsibilities after event:

- Cleaning the two bathrooms
- Checking/restocking toilet paper and towels
- Emptying all bins and putting rubbish outside
- Shaking out/replacing table cloths
- Vacuuming carpeted areas on the ground level
- Sweeping/mopping the wooden floors where required
- Locking up

Staff required:

1-2 per event depending on size

Start:

After event conclusion (or the following day by prior arrangement)

Compensation:

If carried out same evening following event:

\$20 BP fuel voucher, Free entry to the rostered event plus 1 free drink from the bar.

If carried out the following day:

\$20 BP fuel voucher