

## POSITION DESCRIPTION

<b>Position Master:</b>	<b>NT011</b>
<b>Position Title:</b>	<b>Front of House Bar Attendant</b>
<b>Location:</b>	The National Theatre Melbourne 20 Carlisle Street, St Kilda 3182
<b>Position Award/Level:</b>	Live Performance Award – 13.2 – Level 3.0
<b>Employment Type:</b>	Casual
<b>Salary Level:</b>	\$28.32 per hour
<b>Department:</b>	Theatre / Venue Operations
<b>Reports To:</b>	5.0 Venue Operations Manager 5.1 Administrator NT001 Duty Front of House Manager (during performances)
<b>Key Reports:</b>	Nil
<b>Related Positions:</b>	NT001, NT010, NT012

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## PRIMARY PURPOSE

To provide a high standard of customer service and duty of care to patrons, hirers and artists in order to enhance their entire National Theatre Melbourne experience.

To maintain the overall image and presentation of The National Theatre Melbourne's front of house and public spaces.

To provide a multi-skilled service including the roles of food & beverage attendant, and other duties as required.

## ORGANISATIONAL REQUIREMENTS

All aspects of this position will be performed by the incumbent to:

- satisfy The National Theatre Melbourne's liquor licensing requirements
- maintain an awareness and compliance of emergency evacuation procedures
- meet The National Theatre Melbourne's Code of Conduct and values
- contribute to and support the achievement of The National Theatre Melbourne's goals and objectives
- align with authorised National Theatre Melbourne policies, guidelines, and procedures
- support and contribute to customer service and a positive team-focused work environment
- protect one's safety and the safety of other workers through safe work practices.

## KEY ACCOUNTABILITIES

### Service Delivery Specifications

1. Perform Bar Attendant / front of house duties at the venue, including: food & beverage and functions services, bar stock control, preparing the bar(s) for service, whilst ensuring a high level of customer service and compliance with the venue's liquor license and "House Policy". (35%) \*
2. Undertake cash and EFTPOS sales, including reconciliation of cash floats and bar sales. (25%) \*
3. As part of a team, be responsible for the security, welfare and safety of all patrons, before, during and after performances, and in the event of an evacuation. Comply with all workplace health & safety policies and procedures and operate in accordance with The National Theatre Melbourne's Code of Conduct and "House Policy" guidelines. (20%) \*
4. Ensure presentation of the bar(s), foyers and public spaces are to the highest standard and are prepared to receive patrons prior to each performance. This includes the setup of functions to include appropriate catering for patrons with disability or impairment. (20%) \*

(\*Weighting: % of time key accountability is required)

## SELECTION CRITERIA

### Essential Criteria

1. Demonstrated previous experience in a busy hospitality / customer service / retail environment, including cash handling through to the reconciliation of takings. (25%) \*
2. Demonstrated high level of communications skills with the ability to deal effectively with people at all levels of the community. Be self-motivated, flexible and willing to perform a variety of tasks. (20%) \*
3. Effective interpersonal and customer service skills with a demonstrated high level of coordination and decision-making ability, including the capacity to exercise judgement to ensure patron safety is protected during performances and/or productions. (20%) \*
4. Ability to maintain a high standard of personal presentation and ensure all public foyers and spaces are maintained at the highest standards. (20%) \*
5. Demonstrated knowledge of workplace health & safety, in particular regulations covering food handling, hygiene and responsible service of alcohol standards. (15%) \*

(\*Weighting: % of time key accountability is required)

### Mandatory Criteria

- Current Responsible Service of Alcohol (RSA) Certificate
- Current Working with Children Check (or ability to obtain)
- Experience in cash handling and procedures
- Ability to work flexible hours, including evenings and weekends.

### Desirable Criteria

- At least 12 month's previous experience in a customer service environment
- Current Level 2 First Aid Certificate
- Previous experience in a hospitality or front of house role in a performance/events venue environment would be highly regarded
- Current Victorian "C" class Driver's Licence
- Knowledge of, or interest in the Performing Arts.