

Application Package for the position of

## **FRONT OF HOUSE SUPERVISOR**

Corporate and Community Services Department – Casual up to 17 hours per fortnight

with



As Front of House Supervisor, you will provide exceptional customer service and operational support for the Somerset Civic Centre, ensuring a welcoming and positive experience to all guests and patrons visiting the centre.

To be successful in this role, you will have the following attributes:

- Exceptional interpersonal and communication skills.
- Experience in customer-facing roles in cultural services or hospitality.
- Well-developed time management with the ability to adapt to changing priorities.
- Strong leadership and the ability to work effectively in a team environment.
- Flexibility to work a range of shifts and days, including weekends.

This is a casual position working up to 17 hours per fortnight with the potential for hours to increase depending on future operational requirements.

To make application, please submit your Resume with a cover letter outlining how your experience, qualifications, knowledge, and skills fit the requirements of the role.

Should you require any further information or clarification regarding the position or the recruitment and selection process, please contact our Human Resources section on (07) 5424 4000.

**Applications close at 5:00pm Monday 18 November 2024**

## Position Description

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<b>Title:</b>	<b>Front of House Supervisor</b>
<b>Reports to:</b>	<b>Venue Coordinator</b>
<b>Award:</b>	<b>Queensland Local Government Industry (Stream A) Award – State 2017</b> (as amended or replaced) <small>Division 2   Section 1 _Administrative, clerical, technical, professional, community service, supervisory and managerial services.</small>
<b>Agreement:</b>	<b>Somerset Regional Council Officers Certified Agreement – 2023</b> (as amended or replaced)
<b>Classification:</b>	<b>Level 3</b>

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### **Position Objective:**

Provide professional, efficient and safe operations of the Somerset Civic Centre in the delivery of all aspects of event services.

Ensure a welcoming and positive experience to all guests and patrons visiting the centre, delivering high standard of customer service and engagement to ensure a unique and rewarding visitor experience.

### **Requirements:**

#### Experience/Qualifications

- Experience in customer-facing roles in cultural services and/or hospitality environments.
- Experience in the delivery of programs, events and activities.
- Exceptional leadership experience to support quality service delivery outcomes.
- Responsible service of alcohol (RSA) certificate (essential)
- First Aid Certificate or the ability to obtain.
- Food Handling Awareness Training (desirable)
- Experience in setting up audio/visual equipment (desirable).
- Responsible Management of Licensed Venues (RMLV) eligibility (desirable).

#### Knowledge

- Knowledge and understanding of cultural services and/or hospitality environments.
- Knowledge of Microsoft Office and other relevant software programs.
- Knowledge and understanding of work health and safety requirements.
- Knowledge or the ability to acquire knowledge of Council operations and related policies and procedures.

#### Skills

- Exceptional interpersonal and communication skills and an ability to connect effectively with the community, Council officers, customers, and stakeholders.
- Sound level of written communication skills.
- Well-developed time management skills and experience in delivering programs, events and activities in a cultural and/or hospitality context.
- Ability to work effectively in a team environment.
- Ability to exercise sound judgement and initiative in the application of established work procedures.

#### Additional Requirements

- Current Open Drivers Licence – unrestricted (mandatory)
- Ability to work at heights - required when operating the elevating work platform (EWP) (desirable).
- Ability to maintain a high level of professional confidentiality and discretion when working with private and/or sensitive information within the workplace and community.



- The incumbent:
  - must be eligible for a Blue Card for Working with Children issued by the Queensland Government;
  - will be requested to provide a National Police Certificate and pre-employment functional and medical assessment with the outcome to be acceptable to the Chief Executive Officer;
  - must be able to physically set up venue rooms for events, including moving tables and chairs in accordance with Work Health and Safety policies and procedures;
  - will be required to work out of hours, including weekend work;
  - will be required to travel across the Somerset region and work at different locations across the region from time to time;
  - must maintain a high standard of personal appearance and dress appropriately, wearing the corporate council wardrobe, where provided.

#### **Position Responsibilities:**

The key responsibilities may be modified from time to time to ensure that outcomes are coordinated within Council's Operational and Corporate Plans. Without limiting the above, the key responsibilities of the position holder shall include:

- Work within a multidiscipline team to determine and coordinate the resources required to meet both internal and external client requirements for programs and events at the Centre.
- Provide leadership, training and support to the front of house team including the establishment of appropriate work plans and compliance with Council procedures.
- Keep staff updated of programs, events and activities within the venue for effective and ongoing promotion.
- Ensure that all visitors to the venue have a positive and high-quality customer experience.
- Coordinate and assist with set-up and front of house, for all programs, events and activities within the venue in an efficient and cost-effective manner.
- Ensure the safety of all visitors to the venue and security of the building at all times.
- Report and follow up on venue maintenance issues and reporting hazards and incidents as they arise.
- Conduct site inductions for contractors engaged in routine and emergency maintenance at the venue.
- Supervise and assist with the collection, counting, receipting and banking of all monies from box office sales at the end of each event and ensure there are sufficient floats to meet venue requirements.
- Assist with public enquiries, ticket sales, set up and pack down of events and functions and other customer service related matters.
- Engage and promote Somerset Civic Centre programs to both internal and external stakeholders, visitors and patrons.
- Actively contribute to a high performing and positive team environment within the Arts and Culture Team and the broader Corporate and Community Services Department.
- Other duties as delegated by the Venue Coordinator, Arts and Culture Manager, Director Corporate and Community Services and/or Chief Executive Officer that will assist in reaching Council's objectives as detailed in the Corporate and Operational Plans.

#### **Organisational Responsibilities:**

- Represent the Council to the public and members of other organisations in a positive manner.
- Maintain confidentiality of Council information obtained during the course of employment.
- Responsible for compliance with Council's Information Management Policy, to make and electronically record full and accurate records of all relevant business activities within Council's electronic records management system.
- Security of Council information viewed or accessed during the performance of your duties is contained in the provisions of the Employee Code of Conduct. Subsequently, as a Council employee, you are required to ensure the security and appropriate intended use of Council information at all times.
- Support and comply with the provisions and principles of providing a high level of customer service.
- Comply with any reasonable instructions provided by Somerset Regional Council to ensure work is conducted in accordance with the requirements of the Work Health and Safety Act, Regulations, Codes of Practice and Council's Safety Management System.
- Take reasonable care of your own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of others.



- Consult within your work team during any risk assessment of tasks and ensure that any identified control measures are understood, in place and adhered to.
- In addition to the key duties and responsibilities, the incumbent is responsible and accountable for adhering to Council's Employee Code of Conduct, all Council policies and supporting Council's overall Corporate Plan and objectives.

**Performance / Skill Standards:**

(a) Accountability

- Accountable to the Venue Coordinator.

(b) Extent of Authority

- Freedom to act within established guidelines and procedures and in accordance with the Operational Plan and directions issued by Council.
- Assistance and advice is available on complex matters.

(c) Performance Standards

- Tasks allocated to the position shall be performed to agreed standards and in accordance with established procedural guidelines. Performance indicators shall be those as agreed with the Venue Coordinator, Arts and Culture Manager and Director Corporate and Community Services recognising those standards as outlined in Council's Corporate Plan and supporting Operational Plan.
- Work shall be performed in accordance with accepted industry standards, quality assurance standards and in compliance with Work Health and Safety Act and other legislative requirements or standards which may be appropriate and including Council policies, procedures and local laws.
- Allocated tasks shall be completed consistently within agreed time frames.
- Active participation in planning and recommending possible ways in which allocated tasks can be carried out more effectively and efficiently.
- Demonstration of a spirit of cooperation towards other employees and the achievement of Council's aims and objectives.





## ABOUT SOMERSET

### Our Values



### Our Vision

The Somerset region, with its unique identity and proud heritage, is vibrant, cohesive and connected, providing the foundations for a prosperous rural lifestyle.

### Our Mission

To provide leadership in making locally-responsive and informed decisions, focussing on our customer's needs to deliver the highest-quality efficient services and facilities to all communities of the Somerset region

### Lifestyle and Liveability

Located in the heart of south-east Queensland, [Somerset](#) is a large region of lakes and landscapes, in fact we've got 5,382km<sup>2</sup> of countryside for you to explore.

We're home to the Brisbane Valley Rail Trail, Australia's longest recreational rail trail, 161km of high-quality track just waiting for you to cycle, hike or horse-ride. Our lakes are second to none and the perfect spot to drop a line or take a dip. Thrill seekers are covered with a range of outdoor adventures from skydiving to horse-riding.

Somerset also boasts an abundance of art galleries brimming with creations produced by local, national and international artists. Council's iconic art gallery, The Condensery, attracts high profile artists from across the country and offers regular exhibition opening nights and workshops.

Our small friendly towns have everything you need for a rural lifestyle with the convenience of being a short drive to Brisbane or Toowoomba. Sporting and cultural activities are plentiful, as are community events, and we even have an old-school picture theatre.

Rush hour traffic? Forget it. When you live and work in Somerset, the work commute is likely to be through hills or paddocks under big blue skies. Parking is never a problem, and it's free. When you take a job with Somerset Regional Council, you're making a lifestyle choice.

### Location and Brief History

Somerset Regional Council was formed on 15 March 2008 following the amalgamation of Esk Shire and Kilcoy Shire Councils.



Somerset Regional Council has a Mayor and six (6) Councillors, each elected by their constituents and serving a four (4) year term.

This regional local government is an hour west of Brisbane and is the fastest growing local government area in south-east Queensland. It has strong agricultural, environmental, heritage and tourism values. It contains important vegetation and forest, areas of high scenic and landscape amenity and significantly, the key water catchments for southeast Queensland.

The Somerset region includes the five major townships of Esk, Fernvale, Kilcoy, Lowood and Toogoolawah. The region is home to approximately 25,000 people and is expected to grow to an estimated 34,500 by 2031. Somerset's neighbouring local governments are Lockyer Valley, Ipswich City, Brisbane City, Moreton Bay, Sunshine Coast, Gympie, South Burnett and Toowoomba.

Somerset Regional Council's logo represents the region's two major dams, with the larger body of water representing Wivenhoe and the smaller body being Somerset. The overall shape of the icon with the water flowing from Somerset to Wivenhoe creates the shape of a clear "S", which uniquely identifies this water graphic to be that of Somerset Regional Council.

### **Additional Information**

Additional information about Somerset Regional Council can be found at [www.somerset.qld.gov.au](http://www.somerset.qld.gov.au).

## **JOB APPLICATION GUIDELINES**

**Thank you for your interest in this advertised position with Somerset Regional Council.**

The following guidelines have been prepared for prospective candidates and include explanation on how to submit an application for employment with Team Somerset.

Applying for a job can be stressful so we have aimed to make our application process as simple as possible while gathering all the vital information required. Below is a summary of the application process which we encourage you to read before commencing your application.

### **Position Description**

The position description, listed in the application package, is the major source of information regarding the position you are applying for.

You should read this document carefully. It includes the following information:

- Details of the position
- Primary delegations, accountability and responsibilities
- Reporting / responsibility lines
- Performance criteria and measurements.

### **Applying - what do I need to submit?**

**Resume** All applications must include a resume or curriculum vitae detailing your:

- Full name
- Current contact details including address, email and phone number

- Concise description of your employment experience, including dates
- Qualifications and achievements
- Names, position titles and contact numbers of at least two (2) recent referees.

**Cover letter** Your cover letter is an important element of the application, and it's where you can showcase how your experience, qualifications, skills and knowledge meet the specific requirements of the vacant role as listed in the position description.

Your cover letter should also contain information about you that outlines your interest in the vacant role and any unique skills / abilities that make you a good fit for the position.

### **The Selection Process**

All applications are assessed against the responsibilities and functions of the vacant role as outlined in the position description taking into consideration the following:

- Qualifications
- Relevant work experience
- Underpinning knowledge
- Skills and abilities.

Once shortlisted, suitable candidates will be contacted for interview. This will take in person or in some instances, via TEAMS.

### **The Interview**

Should you be invited to attend an interview it is important that you plan and prepare adequately. The interview provides the opportunity for the selection panel to confirm your experience, qualifications, knowledge, skills and personal qualities against the requirements of the role.

It also provides you with the opportunity to find out more about the position and Council.

All interviews are conducted by a selection panel, which would usually consist of two (2) to three (3) Council officers. During the interview you will be asked a series of questions to determine how well you meet the requirements of the role.

You will be notified of the outcome following the interview process. If you are unsuccessful, you will have the opportunity to obtain post-selection feedback from the HR team upon request.

### **Closing Date**

Applications should be submitted before 5pm on the closing date for the position and should be forwarded to:

**Email** [jobs@somerset.qld.gov.au](mailto:jobs@somerset.qld.gov.au)  
**Post** Chief Executive Officer, Somerset Regional Council, PO Box 117, Esk Qld 4312  
**Deliver** Chief Executive Officer, Somerset Regional Council, 2 Redbank Street, Esk

The position reference number must be included in your cover page. No folders please.

It is recommended each applicant contact Council to ensure the sent application has been received prior to the closing date.

If your application is likely to be late, please telephone before cut-off deadline and request permission for a late application to be accepted. Please note, only the Chief Executive Officer has the ability to accept a late



application, and without prior approval it is unlikely to be accepted.

### **Privacy Collection Notice**

All personal information provided by applicants is protected in accordance with Council's Information Privacy Policy. As set out in the policy, Council respects and complies with its obligations under privacy legislation.

Submission of an application, resume and copies of qualifications and references constitutes permission to use the applicant's personal information as necessary for the purpose of selection for the vacant position and subsequent employment, if successful.

The information you provide as an applicant is used primarily by the selection panel to assess merit for a position. Access by other Council staff is limited to what is required to enable them to undertake associated administrative requirements, e.g. processing applications, arranging interviews and/or pre-employment assessments.

Consequently, any personal information gathered about applicants that does not become an employee record relating to the successful candidate/s will be destroyed at the conclusion of the selection process, unless the permission or consent of the candidate has been obtained to keep any such information.

## **CONDITIONS OF EMPLOYMENT**

### **Pre-Employment Checks**

As per Council's Fraud Management Policy, successful applicants will be requested to undergo a National Police Check prior to commencing work with Somerset Regional Council with the outcome acceptable to the Chief Executive Officer.

Other pre-employment checks, with outcomes to be acceptable to the Chief Executive Officer, may also be required including but not limited to:

- Medical / Functional Capacity assessment (including drug and alcohol screening)
- Blue Card for working with children.

### **Probation**

It is a standard for all Council employees to be placed on a probationary period of three (3) months upon commencement with performance being reviewed during this period.

A further probation period of up to three (3) months may be agreed to in writing if the required standards have not been met.

### **Hours of Work**

Permanent full-time employees currently work a 76-hour fortnight, incorporating a nine-day fortnight. The times below are the general start and finish times for the team. Some sections may work different hours depending on work requirements.

#### **Field personnel**

Start: 6am  
Finish: 3pm

#### **Administration personnel**

Start: 8am  
Finish: 5pm

As part of Certified Agreements, start and finish times may be altered by mutual agreement.

### **Superannuation**





As of 1 July 2017, all employees of Somerset Regional Council have a choice of superannuation fund. The Queensland Local Government Superannuation Scheme (Brighter Super) remains the default fund for all employees. Information on this scheme will be provided upon commencement.

### **Development and Training**

Council is aware of the need for the development of its team. Field and administration personnel have performance appraisals completed annually.

Employees are encouraged to undertake training relevant to their duties and to undertake study in approved courses.

### **Work Health and Safety**

All employees starting with Council must commit to the employee obligations of the Work Health and Safety Act, associated Regulation and Codes of Practice.

***Thank you for the interest in joining Team Somerset!***