



HINCHINBROOK
SHIRE COUNCIL

POSITION DESCRIPTION

Theatre and Events Assistant

At Council our position description reflects our core values which guide the work we do, ensuring a positive and productive environment while delivering high-quality services to our community. Each role is integral to upholding these values and contributing to the Council's mission and vision.

Position Title	<i>Theatre and Events Assistant</i>	Industrial Instrument	<i>Queensland Local Government Industry (Stream B) Award – State 2017</i>
Position Number	1306	Classification Level	<i>Age dependent - casual rate range</i>
Department	<i>Community and Cultural Services</i>	Status	<i>Casual</i>
Branch	<i>Venue and Events</i>	Location	<i>JL Kelly Theatre and Special Events Various Locations.</i>
Directorate	<i>Corporate, Community and Development Services</i>	Direct Reports	<i>Nil</i>
Reports To	<i>Venue and Events Facilitator</i>	Job Dictionary	<i>Nil</i>
Document last reviewed	<i>August 2025</i>		
Aim of Position	As a Theatre and Events Assistant, you will be rostered on a casual basis to cover the JL Kelly Theatre bookings, including movie weekends and special events. You may be engaged to provide support by completing administrative and hands on tasks involved in the smooth and efficient delivery of internal and external Council events, such as trade shows, conferences, weddings, and community functions.		

Our Values

Our workforce aligns with the values of:



Opportunity

Embracing change, growth, and new possibilities.



Respect

Our people - Our heritage -
Our environment.



Strength

Together with integrity and purpose.



Accountability

Our actions – Our impact –
Our commitment.

Key Responsibilities

The key duties and responsibilities of this position include (but are not limited to):

- Carrying out of Theatre front-of-house duties, which may include:
 - Welcome patrons to the Theatre;
 - Event ticket sales;
 - Stage door attendant;
 - Bar attendant;
 - Providing ushering services for events checking patron tickets and directing patrons to their seats;
 - Assisting with solving any ticketing issues that may arise;
 - Supervising theatre entry for late comers;
 - Assisting with evacuation of patrons in the event of an emergency;
 - Customer service at the candy bar;
 - Tidy the foyer and restrooms post interval; and
 - General cleaning duties.
- Ensuring the safety of all patrons to the Theatre and at special events by upholding safe work practices, wearing appropriate PPE and reporting incidents and hazards;
- Handle small monetary payments and point of cash sales through EFTPOS;
- Assist with the preparation and delivery of events as instructed and under supervision across Council; and
- Work as an effective team member, supporting your supervisor and assisting volunteers and other team members.

Other responsibilities

In addition to their primary responsibilities and outcomes, all employees are expected to fulfill secondary responsibilities and accountabilities as needed. This may involve supporting colleagues within their functional area or assisting other business units of the Council, as directed, within their skills and capabilities.

These secondary responsibilities may arise at short notice due to unforeseen operational requirements. However, where planned support is needed, reasonable notice will be provided whenever possible.

Qualifications, Skills and Experience

- Sound level of communication and interpersonal skills suited to a customer service environment;
- Ability to quickly acquire knowledge of Council's services and activities;
- Sound ability in the use of Microsoft Word and adaptability to learn new systems;
- Experience in cinema, theatre or live entertainment is desirable but not essential as full training will be provided in all required aspects of day-to-day front-of-house operations;
- Ability to provide a range of customer service and administration duties and responsibilities;
- Ability to manage challenging customer interactions with professionalism;
- Must be physically fit to meet the requirements of the position that may include manual handling;
- Adaptable to various tasks with a readiness to take on a diverse range of tasks;
- Ability to work outside normal business hours, including weeknights and weekends is essential;
- Ability to work with children, including the ability to obtain and maintain a current Working with Children Blue Card (essential);
- RSA (Responsible Service of Alcohol Certificate or willingness to obtain (essential); and
- Current Queensland 'C' Class Drivers Licence (minimum P1).

Workplace Health and Safety (WHS)

Responsible for working safely at all times to protect own WHS and that of any other person in the workplace. This will include:

- Strict adherence to Personal Protective Equipment (PPE) requirements as per the WHS Induction and/or Council requirements;
- Abiding by Council WHS Policies, Procedures and training at all times;
- Complying with instructions given for WHS;
- Reporting any personal injury, third party or vehicle incidents or damage to your Supervisor immediately;
- Never operating machinery, equipment or vehicles under the influence of alcohol and/or drugs;
- Not wilfully or recklessly interfering with or misusing anything provided for WHS;
- Not wilfully or recklessly placing at risk the WHS of himself/herself or others; and

- Reporting any WHS concerns and hazards to your direct Team Leader or Manager and/or the WHS Coordinator immediately.

Disaster Management

- Undertake training as required to provide a proficient and effective service in Council's Local Disaster Coordination Centre; and/or
- Be available to provide an important role in disaster management response and recovery during and following activation of Council's Local Disaster Management Group in times of natural disasters.

Customer Service

- Response times are to be within the response standards identified in the Customer Service Charter;
- Treat both internal and external customers with courtesy and respect;
- Work according to agreed customer service standards within Council; and
- Contribute towards setting customer service standards within your team.

Acceptance of Position Description

I hereby agree to abide by Council values, policies and the *Local Government Act 2009* and that this position description clearly outlines the overall responsibilities, physical requirements and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level and may be updated as required to reflect business needs.

Employee Name		Signature		Date	
---------------	--	-----------	--	------	--

