

DUTY MANAGER – EVENTS & WEDDINGS

POSITION DESCRIPTION

Arts Capital Limited, trading as Ainslie and Gorman Arts Centres (A+G), have vacancies available in our Program and Events team for experienced Duty Managers.

A+G consists of two cultural facilities, Ainslie Arts Centre and Gorman Arts Centre. We provide a diverse and eclectic range of arts activities and events to the public, from music to theatre to contemporary arts and dance, as well as studio space for developing and established artists. We also serve the greater community, offering our heritage venues for weddings, community and corporate functions.

Duty Managers are expected to provide a high level of customer service before, during and post-events held at A+G, assisting with the smooth running of all event and production related operations such as overseeing external suppliers, caterers, ticketing and bartending.

Our range of events include live music, theatre performances and showcases, workshops and conferences, and weddings.

We expect staff to adhere to the A+G COVIDSafe plan and work in a COVIDSafe manner at all times, respecting the needs of the client.

Duty Managers will be well-organised, well-presented, professional and courteous. They will have excellent interpersonal skills, the ability to work as part of a small and varied team and will be able to communicate effectively with a wide range of customers.

This is a casual role, and will be remunerated at the award level of \$26.93 per hour plus superannuation paid in accordance with the Superannuation Guarantee (Administration) Act 1992 (Cwlth) and Australian Tax Office.

Sunday and public holiday loading apply per Fair Work Amusement, Events and Recreation Award rates.

KEY RESPONSIBILITIES INCLUDE:

- Set up furniture, equipment and bar stock for events.
- Liaise with the hirer and suppliers; eg caterers, stylists and musicians.
- Have a keen eye for detail to ensure the venue and all the decorations have been set up to the highest of standards.
- Oversee WHS to provide a safe environment.
- Assist with bar stock-taking, oversee bar sales and reconcile event takings.
- Assist with cash handling, reconcile event ticketing sales.
- Ticketing: to ensure that all necessary forms and documents are filled out and displayed as required and that the venue is both presentable and safe to use.
- Bartending: to prepare snacks and beverages and ensure that relevant signage is displayed.
- Oversee accurate recording of guest numbers attending events.
- Liaise with external suppliers such as caterers and ensure their needs are met.
- Assist with ticket sales and match online ticket purchases with their buyers.
- Ensure that all events run smoothly and safely, and to report any incident to the Production Manager and/or Wedding and Events Officer.
- Ensure all guests leave in a timely manner at the end of the event.
- Pack down and return the venue to the state it was upon arrival.

ESSENTIAL SKILLS AND QUALIFICATIONS

- Responsible Service of Alcohol.
- Punctuality and reliability.

- Excellent interpersonal and leadership skills.
- The ability to multi-task consistently.
- The ability to remain focused during crowded, loud or late-night events.
- The ability to work with a basic Point-of-Sale system, cash transaction skills.

DESIREABLE QUALIFICATIONS

- A first-aid certificate.
- Working with Vulnerable People certificate.
- Technical knowledge of basic sound, AV and lighting systems.
- Working at Heights

ACCOUNTABILITY AND RESPONSIBILITY

The Duty Manager will report directly to the Production Manager.

Duty Managers are representatives of A+G, and are expected to be professional and perform duties to the best of their ability at all times; and follow reasonable and lawful directions given to you, including complying with policies and procedures.

In this position, depending on the event, you may be working unaccompanied or supervising between 1 to 5 technical, bar and/or box office staff.

WORKING ENVIRONMENT

Duty Managers will work at both Gorman Arts Centre and Ainslie Arts Centre. The work duties include physical tasks, such as moving equipment, furniture and bar stock and lifting therefore the position requires a good standard of fitness and mobility.

Closed toe shoes to be worn at all times, along with neat, full length blacks.

APPLICATION PROCESS

To apply for this position, please send a cover letter, a detailed resume that clearly demonstrates how your experience matches the job description and two references to enquiry@agac.com.au, with your full name and the position you are applying for in the subject line of your e-mail.

Please note that only shortlisted candidates will be contacted for an individual interview.

Equity and inclusion are key principles of our work and we are committed to building a diverse workplace. We strongly encourage applications from First Nations people; people from culturally and linguistically diverse backgrounds, people with disability; and people from LGBTIQ+ communities.

This job advertisement is open until all vacancies filled.

Any questions, please contact Bec Poulter, Production Manager, (02) 6182 0044, or rebecca.poulter@agac.com.au