FRONT OF HOUSE USHER
POSITION DESCRIPTION

Position Title:	Front of House Usher, Adelaide Town Hall
Responsible To:	Team Leader, Adelaide Town Hall
Council Portfolio:	City Community
Council Program:	City Culture
Classification Level:	Casual

Overview of Portfolio

The City Community Portfolio strives to deliver exceptional experiences for our community and customers, providing opportunities for creativity, recreation and wellbeing in a city that is safe, accessible and supportive of all our communities.

Overview of Program

The City Culture Program creates brilliant experiences for all who choose to live in and enjoy our City. By activating and curating places and spaces, and providing opportunities for creativity, recreation, and wellbeing, we connect, support and inspire our diverse community, and draw more people to Adelaide to live, study, work and play.

Key Relationships / Interactions

Internal	Adelaide Town Hall Team Members Employees across the City Culture Program City of Adelaide (CoA) employees across all Portfolios and Programs
External	Adelaide Town Hall Catering partner Adelaide Town Hall Audio Visual partner Promoters and Producers Major Arts Organisations Corporate and Commercial Businesses Event Organisers / Event Management Companies General Public / Patrons



Primary Purpose	As part of the Adelaide Town Hall the Front of House Usher will; • Ensure the safety of patrons, performers and colleagues • Contribute to the smooth-running of an event • Provide a high-quality service to the client • Contribute to the care and presentation of the venue • Work as part of a team
Responsibilities	The Front of House Usher is responsible for; • Welcoming patrons to the Venue • Distributing advertising leaflets and brochures as required • Seat labelling in the Auditorium as required • Checking tickets (date, event, seat number) and directing patrons to their allocated seat(s) • Solving any ticketing/seating issues that may arise • Enforcing venue policies and client requested policies on photography, audio and video recorders, food and beverages in the Venue, smoking, no-standing and disabled patrons • Reporting any hazards or potential hazards to users of the Venue, and isolating or eliminating where practicable • Supervising admittance of late comers • Responding to any disturbance, illness etc. among patrons and providing assistance as required • Assisting with the evacuation of patrons in the event of emergency • Collecting lost property, programs, papers and rubbish from the Venue at the end of each event, and action as required • Assisting on interval coffee stations as required and with foyer tidy up after interval • Ensuring catering staff operate as quietly as possible and informing the catering supervisor if noise threatens to interfere with the performance. • Reporting broken exit lights, blown globes or other maintenance requirements • Acting as general usher, fire attendant, stage door attendant, or other ad-hoc client requested roles as required • Providing physical support to Adelaide Town Hall hirers and suppliers as required, including moving of venue furniture and assisting with last minute set up requests. • Maintaining the overall presentation of the Venue • Assisting with cleaning or closing toilets when dirty or broken as instructed by the Front of House Manager



Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.



Position Criteria

Qualifications	Completion of Year 12 is highly desirable. Certificate or Diploma in Customer Service of equivalent would be highly regarded.	**Desirable**
People Management	Experience in partner and stakeholder liaison with strong interpersonal skills and a demonstrated capacity for conflict resolution and relationship management to achieve mutually beneficial outcomes. Ability to work well individually and in a team.	**Essential**
Technical Knowledge & Experience	Demonstrated capacity to work under limited supervision is essential. Demonstrated experience in delivering a high standard of customer services across diverse stakeholder groups.	**Essential**
Project Management	Strong organisational skills, the ability to successfully manage competing priorities, maintain attention to detail and meet deadlines. Demonstrated ability to plan and operate efficiently under pressure to complete work.	**Essential**
Innovation & Initiative	Ability to operate autonomously and apply a level of decision making relevant to the role and situation at hand.	**Essential**
Resource Management & Decision Making	Ability to prioritise and be flexible when responding to changing priorities and demands.	**Essential**
Professional Development	A commitment to ongoing professional development and continuous learning.	**Essential**
Customer Commitment & Integrity	A commitment to internal and external customers demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility.	**Essential**
Collaboration & Communication	Proven ability to build and maintain positive relationships with all levels of management, staff, partners, hirers, stakeholders, and general public both verbally and in writing.	**Essential**
Administrative Skills	Ensure effective management of own time and conflicting priorities.	**Essential**
Government Experience	Experience working in a government environment.	**Desirable**



Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	Achievement • Deliver what matters • Ensure clarity of direction and unity of purpose • Inspire excellence and strive for outstanding results
	Collaboration • Work together to build successful teams and partnerships • Be open, inclusive, and share knowledge • Seek, provide, and act on feedback
	Customer Commitment • Know your customers and put them first • Listen to and understand customer needs • Be responsive, close the loop and deliver on promises
	Integrity • Own your actions, successes and mistakes • Act with transparency, honesty, and respect • Do what you say you will do
	Innovation • Look for ways to improve and create positive change • Think broadly and take a wider viewpoint • Be responsive to new ideas and opportunities



Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance will be required.
- A satisfactory Working with Children Check will be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

The below table summarises the physical demands of this role.

Task	**Front of House (Usher) – Adelaide Town Hall**
Work Area	**Community & Culture**
Physical Demand Rating	**Light**

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting	✓			Office chair	**Critical Range of Motion:** Shoulder to 140° flexion. **Lift Capacity:** Up to 5kg. **Push / Pull Force:** Moderate force **Environmental Factors:** Working at the Town Hall with members of the public. Working in the function area, occasionally setting up, packing away furniture **Task Rotation:** Able to vary posture and position. **PPE:** Uniform. PPE for some tasks.
Standing			✓	Various surfaces	
Walking	✓			Various distances	
Climbing	✓			Occasional stairs / steps	
Push / Pull	✓			Cleaning venue, cleaning toilets, Moving a table trolley / stack of chairs, Moderate to high force, piano – high force	
Bending	✓			Reaching down to low shelves	
Squatting	✓			Accessing items low to the ground, setting and packing away furniture	
Gripping		✓		Cleaning equipment, tickets and other light items	
Forward Reach	✓			Assisting patrons, checking tickets, cleaning tasks, occasionally setting up light weight equipment for events	
Lift	✓			Sliding tables into position (2 people, no more than 1 metre)	
Carry	✓			Light items, Carrying a chair <2kg each, furniture and light weight equipment for events	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

The work role involves various tasks in the Town Hall assisting with entering the venue, seating, supervising late admittance and liaising with the kitchen.



The work involves at times:
Sustained postures, i.e. standing and walking.

Manual Handling Functional Capability:

- Lifting light items, cleaning items and venue equipment.
- Lifting Equipment, furniture, tables, and items for events up to 15kg
- Semi-squat to access low equipment, furniture and equipment
- Pushing (i.e. using trolleys, moving furniture)

Physical Work Demands include:

- Assisting patrons, checking tickets and usher work (Very Light Work).
- Cleaning and tidying (Light Work).
- At times a small amount of furniture, tables, chairs or other equipment may be moved to assist an event, if event organisers are unable to set up the event. Larger items on the stage may be moved occasionally, with some items moved by two workers. Various trolleys are used for moving tables and chairs, with a sack truck also used for certain chairs. (Medium)

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).**



Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

** **Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.