



## POSITION DESCRIPTION

<b>Title</b>	Volunteer Coordinator
<b>Position</b>	Permanent part-time
<b>Hours</b>	80 – 100 hours per 4 week cycle (roster) - to be agreed Additional hours beyond the agreed base will be available on a roster Weekend and after hours work is required
<b>Location</b>	Bunbury Regional Entertainment Centre [BREC], 2 Blair St, Bunbury, WA
<b>Team</b>	BREC Experience Team
<b>Reports to</b>	BREC Experience Manager
<b>Start Date</b>	Immediate
<b>Review</b>	12 weeks probation, then annually.
<b>Award/Pay</b>	Live Performance Award, Level 6 \$28/hr, plus 10.5% superannuation
<b>About BREC</b>	<p>BREC is the much loved and multi-award-winning performing arts centre and conference venue serving Bunbury and Australia's South West since 1990. BREC brings people together to share experiences.</p> <p>BREC is committed to being a diverse and inclusive workplace. We welcome applications from diverse backgrounds including First Nations peoples, people from culturally and linguistically diverse (CALD) backgrounds, people who identify as LGBTIQ+ and people with disabilities.</p>
<b>About You/The Role</b>	<p>This is an exceptional opportunity to apply your outstanding people and administrative skills in a busy creative environment. You will have primary responsibility for recruiting, training, rostering and supporting our BREC Volunteers as they deliver all BREC's Front of House needs for live performance and occasional BREC Events. You will also regularly lead the team as FOH Manager on some shifts. Your friendly and efficient approach and 'can do' attitude will help ensure a positive experience at BREC for volunteers, artists, audiences and clients, contributing to our long term sustainability and success.</p>
<b>Team Objectives</b>	<p>The BREC Experience team support the needs of the organisation through the delivery of ticketing and FOH services for performances and events, recruitment and support of the BREC Volunteers, the acquisition and delivery of a wide range of conferences and business events, and management of other operational services.</p>
<b>Hours of Work</b>	<p>Monday – Sunday; Flexible hours as rostered. A minimum 80-100 hours per 4 week cycle (to be agreed), based on a cyclic roster and driven by the requirements of the business. Frequent evening and weekend work is part of this role.</p>

Regular BREC office hours are 0830-1700hrs Monday to Friday.  
Pre-approval must be obtained for overtime to be additionally compensated.  
Overtime may be awarded as time off in lieu (TOIL).

- Period of Notice** Three weeks' notice of termination is required.
- Other Benefits** 4 weeks annual leave, 2 wellness days and 10 days personal leave (pro-rata) will apply. The opportunity to experience live performance and attend shows at BREC.
- Other requirements** Unrestricted work rights in Australia. On appointment, successful applicants must supply a current National Police Clearance Certificate and Working with Children Check.

### **Key Position Responsibilities**

#### Volunteer Management

- Maintain a team of Front of House volunteers adequate to service BREC's needs by recruiting, inducting, training, rostering, encouraging and supporting volunteers
- Liaise with the BREC Experience Manager, other BREC staff and casual FOH Managers, the Volunteer Think Tank and Assistant FOH Managers to ensure all volunteer requirements are met
- Maintain and update volunteer protocols including: interview; induction and initial training of volunteers; and all other required training to ensure patrons comfort and safety.
- Maintain volunteer records and keep the BREC volunteer management system (VMS) updated
- Conduct standard Evacuation training of volunteers and BREC staff, and work with the Technical Manager to maintain and refresh Evacuation policies and procedures. Contribute to BREC's WHS Committee as required.
- Convene and administer the Think Tank, action any outcomes and maintain regular communications between BREC and the Volunteers
- Arrange and manage volunteer social functions (with the Think Tank)

#### Front of House or Event Duty Manager Responsibilities

- Work live performances and BREC Events as rostered, as the 'face' of BREC; acting as Front of House Manager or Duty Manager as required
- Conduct pre-event checks ensuring the building is well presented and clean and tidy, and that access, venue lighting, security, and house seats are in order.
- Liaise with ticketing staff for ticket sales and distribution of patrons and ensure there is no unauthorised entry into the auditorium. Assist Ticketing Liaison with distribution of pre-sold tickets when necessary.
- Liaise with Duty Technician or Stage Management throughout performance mode regarding giving and receiving house clearance.
- Liaise with promoter or promoter's representative and stage management to ensure that all requests (eg catering riders, merch sales) are being met, in particular any special requirements not previously communicated.
- Prepare bars for service, stocking and setting up POS systems, distribute cash floats, connect eftpos machines
- Manage bar service during performances and events, including staff allocations, stock levels maintained, and other bar duties, as required
- Action the emergency procedures in association with the FOH volunteers and technical staff, monitoring any issues that may arise during the event
- Coordinate the segregation of waste and use of disposable items to minimise BREC's environmental footprint, and that bins are in the pickup area as required
- Represent venue management ensuring that any problems with staff or patrons are quickly and diplomatically resolved ensuring the high reputation of BREC is maintained.

# BREC

- Ensure FOH staff conduct effective check of venue post event, including clearing premises, logging lost property, and returning torches and radios.
- Debrief about the performance/event, ensuring any incidents, damage or maintenance issues are reported and provide a detailed Event/Show Report to the Distribution List via email.

## General Responsibilities

- Develop & maintain positive, effective relationships with BREC staff, volunteers, suppliers and other stakeholders through appropriate communications and a positive attitude
- Ensure personal presentation, punctuality and reliability which reflect the corporate and community image of the venue.
- Identify and resolve any challenging situations as they arise both internally and externally
- Maintain a safe, secure and legal work environment
- Maintain current RSA and Approved Manager Certificates
- Any other duties as negotiated.

## Essential Selection Criteria

- Supervisor level experience in hospitality or event operations
- Staff management, training & development experience
- Resilient and self-motivated, a strong team player; thriving in a fast changing environment
- Highly organised with strong time management skills and the ability to prioritise workload
- Excellent customer service skills, with the ability to deal with clients, suppliers, the public, volunteers and patrons in a friendly, professional manner as a representative of BREC
- Attention to detail and a high degree of accuracy including good written and oral communication skills
- Confident computer skills (Word, Excel, Outlook, etc)
- Represent BREC at internal and external functions and events as required
- Appreciation of the importance of legal and regulatory frameworks including an awareness of work Health and Safety responsibilities in the workplace

## Desirable

- Approved Manager Card required for Bar Management
- A sense of humour under fire and a love of writing lists
- An interest in events and live performance

## To Apply

Please email to [careers@bunburyentertainment.com](mailto:careers@bunburyentertainment.com)

1. A cover letter outlining your suitability for the role and how you meet the selection criteria. Tell us why this is the job for you! (max 2 pages)
2. Your Resume with two referees

## Deadline

10am, Monday 3<sup>rd</sup> October 2022

## Contact:

Queries to the BREC Experience Manager on 9792 3135