



# CATHOLIC REGIONAL COLLEGE CAROLINE SPRINGS

## PERFORMING ARTS CENTRE (PAC) DUTY MANAGER POSITION DESCRIPTION

<b>Title</b>	Performing Arts Centre (PAC) Duty Manager
<b>Classification</b>	Casual
<b>Length of Appointment</b>	Casual Contract - Ad-hoc
<b>Rate</b>	Hourly (\$35 per hour, or part thereof) Invoiced by the PAC Duty Manager (ABN required)
<b>Reports</b>	Business Manager PAC & Events Officer

### Purpose of Position

The key role of the Performing Arts Centre (PAC) Duty Manager is to facilitate the smooth operation of the PAC during booked events. This includes ensuring both the client and patrons for all booked events are aware of, and adhere to, all relevant processes and procedures to enable a safe and successful event. The PAC Duty Manager is responsible for recording all key aspects of an event using the duty manager log, including managing any external contractors through this process. The position requires a high attention to detail and the capacity to work autonomously to complete required tasks in a timely and efficient manner.

The PAC Duty Manager will work effectively as part of the event to ensure a high level of customer service, ensuring that all booked events are delivered to a high standard with respect to the client's hire agreement, and the College's procedures and processes relating to compliance. The PAC Duty Manager will establish a strong rapport with the College community and offer service which is exemplary, reliable and in line with college values and operational principles.

The PAC Duty Manager is expected to uphold the values, mission and vision of Catholic Regional College Caroline Springs.

### Key Duties and Responsibilities

- Providing an induction to all incoming clients, and their patrons. This includes but is not limited to providing the necessary information for:
  - location of emergency exits and procedures relating to evacuation
  - walking the client through their booked areas to explain each zone; those of which are booked and those that will incur an additional charge
  - exclusions areas – including student toilets which can not be used
  - Sign in and out clients on PASSTAB
- Conducting a condition report at the commencement of the booking, including ensuring that the client signs this prior to commencing their event

#### Catholic Regional College Caroline Springs

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- Conducting a condition report at the conclusion of the booking, including ensuring that the client sign this at the end of their event
- Completing the PAC Hire Costing proforma throughout which will include paying particular attention to the different elements within the proforma to ensure the accuracy of the final invoice ensuring the client signs this at the conclusion of their event.
- Assisting the client with their bump in as necessary, which can include highlighting the location of various equipment (e.g., locations of tables/chairs and other booked items)
- Ensuring that all items being plugged in have been tested and tagged, with current compliance date sighted and verified.
- Overseeing the general running of the event
- Providing effective and timely customer service when and where required by the client.
- Regularly walking the perimeter of booked and non-booked zones (each hour), ensuring that all aspects are functioning as expected, including completing paperwork
- Contacting the Business Manager where maintenance issues are discovered.
- Duty Manager is asked to arrive 30 mins before and stay 40 mins post shift to conduct a general clean of the PAC.
- Any other duties as requested by the Principal / Business Manager, commensurate with the duties of the PAC Duty Manager.
- Maintain an up-to-date induction profile on PASSTAB.
- Liase with clients via phone on the day
- Ensure adherence to the Hire Contract and all elements within

## **Other Requirements**

All members of staff at Catholic Regional College Caroline Springs are expected to:

- Be supportive of the Catholic ethos of the College
- Model behaviour which is appropriate in a Catholic school
- Adhere to Child Safeguarding Standards of the College
- Convey to the public a positive image of the College
- Be helpful and welcoming to visitors and members of the community
- Abide by all Policies and Procedures of the College
- Be committed to professional growth and development of excellence.

## **General Qualifications & Experience**

- Valid Working with Children Check
- National Police Check
- First Aid Certificate

*Desirable, but not essential:*

- Experience in a Theatre environment
- Previous customer service roles and/or management roles

### **Knowledge and Skills**

- Excellent written and verbal communication, with an ability to communicate and interact positively, effectively and professionally with staff, students, parents and visitors to the College
- Excellent demonstrated organisation of tasks and ability to prioritise effectively
- High level initiative and flexibility, with the ability to respond to the changing demands of the position
- Ability to work independently and collaboratively as part of a team
- Demonstrated relevant experience and record of successful performance in a general maintenance
- Comprehensive knowledge of the use and care of tools and equipment
- Demonstrated ability to work both independently without supervision and within a collaborative team environment.

### **Personal Qualities**

- A courteous and professional manner and presentation
- Empathy and cultural awareness
- Reliability and punctuality
- Discretion and an ability to maintain high levels of confidentiality
- A capacity and genuine desire to learn and apply new skills
- Ability to remain calm under pressure.

### **Child Safety**

- Have a clear understanding of Ministerial Order 870 on Child Safety as it relates to the College's Code of Conduct, policies, procedures and practice
- Be familiar with and comply with the school's child-safe policy and code of conduct, and any other policies or procedures relating to child safety
- Provide students with a child-safe environment
- Uphold a zero-tolerance attitude towards child abuse
- Ensure cultural safety for Aboriginal children and children from culturally and/or linguistically diverse backgrounds
- Provide a safe and accessible environment for children with a disability
- Implement strategies that promote a healthy and positive learning environment.

## **Final Statement**

The purpose of the position description is to provide an overview of the major tasks and responsibilities of the position. It is not intended to represent the entirety of the position. The incumbent may be requested to perform other tasks, not specifically stated, and the College may modify the position description in consultation with the incumbent from time to time, depending on the operational needs and requirements of the College.