



POSITION DESCRIPTION

Team Member

Position Title:	Events Assistant	Date:	28.06.22
Team & Location:	Palais Theatre		
Reporting To:	Event Management Team		
Role Type:	Casual		

Objective of the position

The Events Assistant is predominantly responsible for being a support in the Venue Management office 8-16 hours a week to ensure the effective, efficient and productive running of the venue's event calendar.

The role will report into the Event Manager and Event Coordinator on a casual hourly basis to support the Events team during business hour administration periods completing supportive tasks in event rostering, customer service and pre-event preparation. In addition, the role will be the Event Supervisor on event days when delegated by the Events Team to oversee the event operation. The position provides the opportunity to be working directly with the Venue Management team.

Key Tasks & Responsibilities of role

Business Hours

- When required, accept and put away deliveries
- Answer Phones and manage phone system.
- Reply to venue administration emails.
- Assist in staff & security rostering
- Carry out Ticketing related tasks such as guest lists and event build requests.
- Assist with the recruitment and training of FOH casual staff.
- Maintain organised and efficient event storage and operations spaces.

Events Day

- Print and prepare pre-event documentation.
- Complete pre-event venue checklists.
- Answer Phones & Email enquiries
- Support with induction of new casual staff and security.
- Act as the Event Supervisor for an event on occasion, including overseeing FOH operations, main representative for the Tour Manager and supporting Duty Manager where needed.

Person Requirements

- High level of initiative, adaptability and problem-solving skills
- High attention to detail
- Excellent organisational and communication skills
- Independently motivated with the ability to work under pressure
- Good IT Skills, including the use of Word and Excel
- Able to regularly work nights, weekends and public holidays
- Highly focused on Health & Safety
- Event Experience and Interest preferred