



POSITION DESCRIPTION: Front of House (Usher)

TERM:	Casual
REPORTS TO:	Front of House Manager
DIRECT REPORTS:	N/A
SALARY:	\$32.93/hour + statutory superannuation
PRIMARY LOCATION:	The Wheeler Centre for Books, Writing and Ideas 176 Little Lonsdale Street, Melbourne, Victoria 3000
CONDITIONS:	Regular out-of-work hours will be required including evenings and weekends. Employees at The Wheeler Centre have access to an Employee Assistance Program as well as regular professional development opportunities.

ABOUT US

Our Purpose

The Wheeler Centre exists to honour and amplify the culture of ideas, stories and debate that has existed in Victoria for millennia.

We serve writers, storytellers, thinkers, readers, listeners – the diverse ecology of people, communities and cultures that keep ideas alive and evolving.

We do this through:

- Facilitating conversations, constructive debate and community-building connections throughout the year – across a variety of formats, platforms and audiences – to promote and complement our state’s literary ecology.
- Partnering with and resourcing local and regional literary organisations, festivals and collectives, with collaboration, support, inclusivity and access to our physical and digital hub.
- Enabling the growth of the literary community by supporting writers at all stages of their careers and advocating for the sustainability and diversity of the sector.
- Honouring the cultural heritage and influence of words here and the unique literary identity that arises from and connects our landscape.
- Improving the accessibility and longevity of our work by creating and publishing digital content and maintaining a digital event archive.

Our Vision

To be a globally renowned home for storytelling and ideas that is sought after and celebrated by writers, readers, speakers, listeners and decision-makers.

Our Mission

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To connect, support and promote Victoria's unique culture of writing, stories and ideas. We seek to open up writing, reading, storytelling and inclusive public discussion to everyone, everywhere and in doing this, we also elevate Melbourne's status as Australia's original UNESCO City of Literature.

ABOUT THE ROLE

The Wheeler Centre front of house team includes our Ushers, Front of House Supervisors and Visitor Services Officers. This team is our most public facing of The Wheeler Centre staff and is one of the first points of contact for our audience. Reporting to the Front of House Manager, the Ushers and Front of House Supervisors work within the Marketing team.

Within your role in our Front of House team, you are expected to create a welcoming, safe and enjoyable experience to all audience members with a primary focus on the audience's wellbeing and safety. Working across both onsite and offsite events, you will be expected to assist audience members with diverse requirements in a friendly and compassionate manner.

The Wheeler Centre presents events at 176 Little Lonsdale Street, Melbourne as well as other venues from time to time. These offsite venues are usually within the Melbourne CBD and accessible either on foot or by tram.

Please be aware that The Wheeler Centre frequently presents conversations relating to ideas and current affairs. This content may be of a challenging nature at times

To be eligible for this role, you must be available for **a minimum of one (1) shift per month**. Failure to do so may result in a removal from future rosters. Front of House team members that may be away or unavailable for an extended period of time should discuss this with the Front of House Manager or Senior Manager, Customer Experience and Ticketing prior to their period of unavailability.

PRIMARY RESPONSIBILITIES

- Welcome and interact with guests as they enter the venue, which may include answering questions about the events, The Wheeler Centre and our venues.
- Scan tickets and usher guests to their seats.
- Provide patrons with information about the event they are attending.
- Monitor members of the public while in the venue to ensure the safety and wellbeing of all attendees is upheld.
- Escalate any urgent issues to the Front of House Manager or Supervisor on duty.
- Assist with setting up and packing down functions and events.
- Inform and assist management of any first aid emergencies, patron accidents or occurrences, which includes the completion of incident reports.
- Assist members of the public and guide audience to the appropriate checkpoints in the event of an emergency evacuation.
- Comply with all relevant OH&S regulations.

KEY SELECTION CRITERIA

1. A welcoming and engaging approach to interacting with a diverse range of people.
2. Previous front-line customer service experience within a fast-paced environment, or a desire to learn.

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3. Strong communication skills, with the ability to communicate with a variety of customer groups across multiple communication platforms.
4. Ability to multitask and work across departments to achieve common goals and meet deadlines.
5. Demonstrated ability to follow procedures.
6. Proven attention to detail, including the ability to review and self-correct.

HOW TO APPLY

Enquiries

Further information about The Wheeler Centre is available at wheelercentre.com

Confidential enquiries about this role can be made to Courtney Percy, Senior Manager, Customer Experience & Ticketing at Courtney.percy@wheelercentre.com

The Wheeler Centre is committed to access and inclusion, and to creating a team that reflects the diversity of the communities we serve. We encourage applicants who identify as First Nations, culturally and linguistically diverse, D/deaf, disabled, and LGBTQIA+. We encourage applicants who have previously faced barriers to working in the arts and cultural sectors and are committed to helping you overcome these barriers. If you require advice or support during the recruitment process, we would love to hear from you.

Submitting an Application

Applications should include:

- A cover letter which includes a response to each key selection criteria (1-2 pages)
- A current resume (1-2 pages)

Applications should not exceed four pages in length and not include headshots.

Application Format

- Please combine your application into a single PDF document, with the filename 'Last Name First Name – POSITION TITLE'.
- Applications should be submitted by email only to recruitment@wheelercentre.com
- Late applications will not be accepted.

Timeline for Recruitment

Applications close **Wednesday 23 April, 5pm.**

Interviews will take place week commencing **Monday 5 May.**

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