



Position Description

Role Title	Stage Door Attendant
Reports to	Stage Door Coordinator
Department	Production & Presenter Services
Contract Period	Casual
Classification	MRC EA 2015 Grade 2.1.4, equivalent to \$32.28 per hour (including 25% casual loading) + Superannuation Guarantee

About Melbourne Recital Centre

Melbourne Recital Centre is a venue of and for the 21st century: celebrating the past, welcoming the present and imagining the future, a place where artists and audiences are invited to engage, challenge and explore. With a unique focus on music, the Centre presents and hosts hundreds of concerts each year, representing the pinnacle of the art form as practised by Australian and international performers in a dazzlingly diverse array of styles, from early music to post-rock. The Centre's learning and access activities beyond the Centre provide opportunities for Victorians of all ages and backgrounds to experience outstanding performances.

Melbourne Recital Centre comprises two strikingly beautiful spaces; the magnificent 1000-seat Elisabeth Murdoch Hall and the Salon, a 130-seat flexible performance space. Both spaces were carefully crafted to present the best music the world has to offer and bring musicians and music-lovers closer.

Our Vision

A place where bold music makers and passionate audience make profound connections that resonate for a lifetime.

Our Mission

Enabling transforming performances in and beyond the Centre.

Our Values

- **RESPECT:** welcoming and understanding everyone; *not just listening but hearing...*
- **EXCELLENCE:** having pride in what we do, how and where we work, both personal and professional
- **CREATIVITY:** asking 'what if?' and remaining open minded
- **INCLUSIVENESS:** being part of the family...
- **TEAMWORK:** making time to stop, collaborate and listen
- **ACCOUNTABILITY:** doing what you say; don't pass the buck!
- **LOYALTY:** showing passion, pride, enjoyment, advocacy, support

Primary Purpose

The primary purpose of the Stage Door Attendant role is to provide reception, concierge service and security service ensuring staff, hirers, artists, contractors and visitors are welcomed to the venue in accordance with MRC's Service Excellence vision. This role is also integral in operating the security, HVAC and lighting systems for the Centre.

Accountabilities

- Provide a high level of response to a wide range of enquiries and requests from staff, artists, presenters, contractors and visitors to MRC, ensuring enquiries are responded to in an effective, timely and appropriate manner.
- Ensure telephone calls are received and managed in a professional manner.
- Provide administrative support and concierge service to a high level.
- Ensure high levels of venue presentation are achieved.
- Ensure a detailed knowledge and understanding of MRC's Emergency Procedures and have the ability to respond to an emergency as the Emergency Controller
- Be knowledgeable and competent in the correct use of MRC's venue management system.
- Follow procedural requirements for ensuring completion of lockdown process. Ensure stage door procedures and protocols, including Safety and security documentation, are used correctly and maintained appropriately.
- Proficient operation of the venue's facility software systems, including event management, air conditioning, lighting and security software systems
- Administration of MRC's security and access systems, including security passes and keys, monitoring of CCTV system and liaison with security personnel
- Contribute to the coordination, liaison and supervision of contractors, such as security, cleaning personnel and maintenance contractors.
- Ensure opening and securing of the venue is carried out according to the policies and procedures and safety and integrity of the building is maintained.
- Ensure appropriate safety documentation (SWMS & MSDS etc) is obtained from contractors when required.
- Management of the laneway is maintained ensuring appropriate access and use by all staff, contractors, visitors and other users.
- Carry out any other duties that may be required by the Stage Door Coordinator, Facilities Manager, Technical Manager, Director of Production & Presenter Services or CEO
- Ensure all activities comply with Melbourne Recital Centre values, policies and professional and ethical standards.
- Actively promote and represent the Melbourne Recital Centre's principles of service excellence.

- Foster good working relationships with all Melbourne Recital Centre staff, clients, customers and stakeholders and promote a positive and co-operative working environment.
- In this position you will come into contact with a large amount of information, interact with a range of stakeholders and be privy to a range of commercial-in-confidence issues that must be treated with strict confidentiality and sensitivity. The incumbent must have the ability to exercise a high level of judgement and maintain confidentiality when dealing with these issues.

Key Relationships

Internal

- Stage Door Coordinator, Facilities Manager (Daily)
- Full-time, part-time and casual Production & Presenter Services staff (Daily)
- Full-time, part-time and casual operational (front-of house, box office, catering) staff (Daily)
- Other administrative and management staff (As required)

External

- National and international arts sector presenters, artists and hirers (Daily)
- National and international, event management and production personnel (As required)
- External contractors, suppliers and associated third parties (Daily)
- Visitors to MRC (Daily)

Key Selection Criteria

- Demonstrated experience of working in a customer service role or customer facing administration role (essential).
- Demonstrated capacity to be highly organised, set priorities, work independently and complete tasks within specified timeframes (essential).
- Strong attention to detail(essential)
- Highly developed interpersonal and negotiation skills and the ability to maintain good working relationships with a wide range of people both internal and external to the organisation (essential).
- Well-developed written and verbal communication skills in English (essential)
- Demonstrated ability to problem solve and use initiative (essential)
- Demonstrated ability to work effectively in a team environment (essential)

- Knowledge and experience at using IT programs, including Microsoft Word, Excel and Outlook as well as the ability to become a skilled user of the MRC's venue management, lighting and security software systems, for which training will be given (essential)
-

Other Relevant Information

The position is based at 31 Sturt Street, Southbank.

The position *will* involve irregular hours including evenings and weekends and considerable flexibility will be required.

Melbourne Recital Centre is an Equal Opportunity Employer. Melbourne Recital Centre provides a smoke free environment.

OH&S Responsibilities

In the context of Occupational Health and Safety policies, procedures, training, and instruction, as detailed in Section 25 of the Occupational Health and Safety Act 2004, employees are responsible for ensuring that they:

- Follow reasonable instruction
- Cooperate with their employer
- Maintain and observe all current Health and Safety policies and procedures
- At all times, take reasonable care for own health and safety and that of other persons that may be affected within the Workforce