

POSITION DESCRIPTION

Role Title	Team Leader
Reports to	Visitor Experience Manager
Department	Marketing and Visitor Experience
Contract Period	Casual
Classification	MRC EA 2021-2024 Grade 2.1 + Superannuation Guarantee

About Melbourne Recital Centre

Melbourne Recital Centre is an award-winning live music venue; where artists and audiences build a lifetime of experiences. We strive to create wonder for everyone, in and beyond the Centre and inspire our community through music.

With a unique focus on music, the Centre presents and hosts hundreds of concerts each year, representing the pinnacle of the art form as practiced by local and international performers traversing all genres of music. And our impactful learning and access activities provide opportunities for Victorians of all ages and backgrounds to experience and engage with music and the Centre in new and exciting ways.

We acknowledge the traditional owners on whose land Melbourne Recital Centre stands – we pay our respects to Melbourne’s First People, to Elders past and present, and to our shared future.

Our Vision

A thriving, creative future where music and storytelling are fundamental to the fabric of our lives.

Our Purpose

We empower, celebrate and sustain Australia’s diverse music ecology.

Our Values

Ambition: We experiment, ideate, and innovate with energy and enthusiasm.

Creativity: We are creative on and off stage to unlock new possibilities.

Collaboration: We are curious and connected, finding strength in sharing and learning.

Enrichment: We work to ensure artistic, social, financial, and environmental benefit.

Inclusivity: We champion accessibility and diversity so everyone feels welcome.

Integrity: We are honest, transparent, trustworthy, generous, and kind.

Our Ethos

Music is a universal language. It’s the heart and soul of what we do and has the power to unite, transform and transcend. We’re for the music-lovers, the music-makers and the sound creators, the administrators, and the operators, who unite to make music accessible for all.

PRIMARY PURPOSE

Team Leaders at Melbourne Recital Centre are a core member of our Visitor Experience team, working within the venue to warmly welcome all who visit the Centre. They proactively support our Ushers, responsible for the team within their assigned areas to facilitate a wonderful experience for our visitors. Team Leaders are compassionate and creative thinkers who provide direction for our Ushering team. They champion Melbourne Recital Centre's Service and Experience Framework, delivering service that is consistent and of a high standard but can also flex to meet the needs of the diverse range of events and visitors that we host.

ACCOUNTABILITIES

- Proactively direct and coach Ushering team to ensure a general smooth running of their designated area within the Centre.
- Ensure their designated area is safe and free of hazards, tidy, presentable and welcoming ready to receive visitors.
- Take responsibility for the sale (and reconciliation) of food, beverage and merchandise for events presented by the Centre and by our venue hirers.
- Proactively greet and engage with all visitors to the Centre, taking appropriate action to respond to or anticipate needs including those who may require additional assistance to access and navigate areas of the Centre.
- Support Ushers as the first point of escalation for issues or concerns within their designated area.
- Operate the electronic handheld barcode and ticket scanners to monitor and control access for the venue. Or on occasion, manage visitor lists and access.
- Provide a range of services to visitors and presenters including (but not limited to) providing directions and managing patron flow, cloakroom services, venue and program information and conducting food, beverage and merchandise sales.
- In the event of an emergency, act as a fire warden for their defined work area and position, receiving instruction from the Chief Fire Warden.
- Actively promote and represent Melbourne Recital Centre's Values and the Service and Experience Framework.
- Ensure all activities comply with Melbourne Recital Centre policies, procedures, professional and ethical standards.
- Foster good working relationships with all Melbourne Recital Centre staff, visitors and stakeholders and promote a positive and co-operative working environment.
- Provide First Aid when requested and observe all current Health and Safety policies and procedures and take reasonable care for own health and safety and that of other persons that may be affected within the Centre in accordance with the Melbourne Recital Centre's Health and Safety policies and procedures.
- Carry out other duties as required.
- This position will come in 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:

- Front of House Ushers and Visitor Experience Supervisor (daily)
- Visitor Experience Coordinator and Box Office team (daily)
- Visitor Experience Manager (regularly)
- Head of Marketing and Visitor Experience and other Melbourne Recital Centre team members (as required)

External:

- Melbourne Recital Centre visitors (daily)
- Foyer Bars team (regularly)
- National and international artists and presenters (as required)
- External contractors, suppliers and associated third parties (as required)

KEY SELECTION CRITERIA

- A proactive, warm and welcoming approach to interacting with people (essential).
- Highly developed interpersonal skills with the ability to maintain good working relationships with a wide range of people (essential).
- Customer service experience, preferably within spaces that welcome a diverse range of people (desirable).
- An appreciation for and working knowledge of music (desirable).
- An eye for detail and high standards of personal presentation (essential).
- Proficiency in languages other than English, fluent or conversational (desirable).
- The ability to both give and follow directions and maintain a high attention to detail in a calm and professional manner when working to a schedule (essential).
- A high level of personal organisation skills and responsibility to meet rostering and training deadlines (essential).
- A high level of self-awareness and compassion and an empathetic, conciliatory approach to resolving customer service issues that may arise (essential).
- A valid Victorian Responsible Service of Alcohol certificate, Victorian Working with Children Check and First Aid/CPR certificate or be willing to obtain these prior to commencing in the role (essential).

OTHER RELEVANT INFORMATION

This position is based at 31 Sturt Street, Southbank.

This position is responsible for event delivery which involves irregular hours including

evenings, weekends, and public holidays. This position requires considerable flexibility and a commitment to meeting availability requirements.

The recommended applicant will be required to undertake and maintain a National Police Check. Team members will need to hold and maintain a valid Working with Children Check, First Aid/CPR certificate and Responsible Service of Alcohol certificate.

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

WHS RESPONSIBILITIES

In the context of Workplace Health and Safety policies, procedures, training and instruction, as detailed in Section 25 of the Workplace 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