

Position Description

Role Title	Stage Door Attendant
Reports to	Stage Door & Facilities Coordinator
Department	Operations
Contract Type	Casual
Classification	MRC EA 2021-2024 Grade 2.1.1 plus 11.5% 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

Create wonder for everyone, in and beyond Melbourne Recital Centre.

OUR MISSION

Where artists and audiences build a lifetime of experiences.

OUR PURPOSE

To inspire through music.

OUR VALUES

We carry ourselves and treat everyone with respect, integrity, and trust.
We believe in the power of music and how it fuels our passion and creativity.
We promote inclusion, accessibility, and diversity across all that we do.
We demonstrate transparent communication and foster purposeful collaboration.
We build meaningful connections with our community and strive to deliver high value customer service and satisfaction.

Primary Purpose

The Stage Door Attendant role exists to provide reception, concierge service and assist with building operations ensuring staff, hirers, artists, contractors, and visitors are welcomed to the venue in accordance with MRC's Service Excellence strategy

The role will be required to show initiative and exercise sound judgement when facilitating technical and production activities within the Centre. The role will also come into contact with information that needs to be treated sensitively and with discretion as well as maintain confidentiality.

The role sits within the Operations department, which comprises approximately 60 staff and is responsible for the organisation and staging of over 500 live and digital musical events annually across two main venues within the Centre.

Accountabilities

Stage Door Operations

Provide first-class customer service and a high standard of presentation as a key welcoming point for artists, visiting companies, staff, visitors, and deliveries.

Efficient delivery of reception duties including the coordination, liaison, and supervision of contractors, such as security, cleaning personnel and maintenance contractors.

Proficient operation of the venue's facility management systems including air conditioning, HVAC, lighting, and security systems.

Follow procedural requirements for ensuring building integrity including opening and lockdown processes, laneway access and administration of MRC's security passes and keys, monitoring of CCTV system and liaison with security personnel.

Ensure a detailed knowledge and understanding of MRC's Emergency Procedures and be able to respond to an emergency as the Emergency Controller. Including monitoring of the fire and building alarm system, ensuring that any issues or system indicators are reported immediately to the duty manager and duty technician, as well as assisting with the administration of the evacuation procedure.

Carry out any other duties that may be required.

Occupational Health & Safety and Administration

Maintain and observe all current workplace, health and policies and procedures.

Complete reports and administrative tasks as required.

Ensure information and data is accurately entered into the WHS reports.

Supervision and stakeholder management

Foster productive working relationships with all Melbourne Recital Centre staff, clients, customers, and stakeholders and promote a positive and co-operative working environment.

Actively promote and represent the Melbourne Recital Centre's principles of service excellence and ensure all activities comply with the Melbourne Recital Centre values, policies, and professional and ethical standards.

In this position you will encounter 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 and Facilities Coordinator and/or Stage Door Supervisor **(Daily)**

Operations (event delivery, front of house, box office, catering) staff **(Daily)**

Facilities, Assets, and Infrastructure Manager **(regularly)**

Head of Operations **(regularly)**

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)**.

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 may involve irregular hours including evenings and weekends and considerable flexibility may be required.

The role is contingent on successful completion of National Police Check, Working with Children Check (WWCC) and valid working rights.

We are an inclusive workplace that promotes and values diversity. We welcome and encourage applications from people of all backgrounds, ages, religions, including Aboriginal and Torres Strait Islander Peoples, LGBTQIA+ people, those with disability, women, and people with cultural or linguistically diverse background. We embrace flexibility as a key principle to allow our people to manage the changing demands of work, personal and family life.

The position is based at 31 Sturt Street, Southbank.

WH&S Responsibilities

In the context of Workplace, 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 instructions.

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.