



POSITION TITLE	Venue Support Assistant
ROLES	Usher Bar staff Box office assistant Basic admin support Back of House venue support (non-skilled Technician)
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024–2027, BAND 3
DIRECTORATE	Community and Partnerships
BUSINESS UNIT	Cultural Services – The Cube
REPORTS TO	Technical Coordinator, Front Of House Coordinator, or Team Leader – The Cube (depending on shift allocation)
SUPERVISES	Nil
EMPLOYMENT STATUS	Casual – hours rostered as required across weekdays, evenings, weekends and public holidays
DATE	
EMPLOYEE NAME	

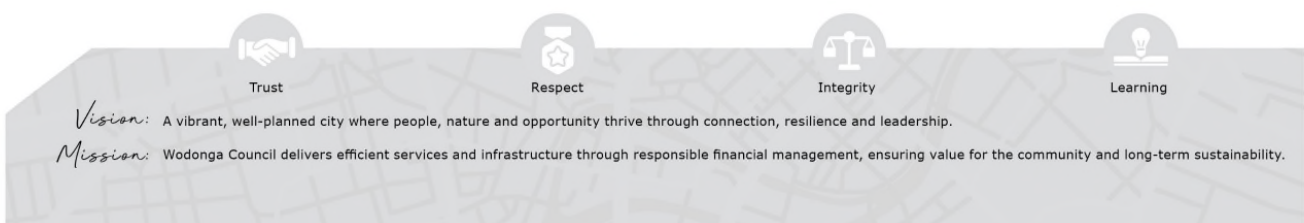
ORGANISATIONAL CONTEXT

Wodonga Council's vision is to be a vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership. This vision underpins our mission to deliver efficient services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

Wodonga Council is committed to sustainable economic growth, responsible resource management and creating opportunities that enhance wellbeing, environmental sustainability and community connection.

Governance is provided by seven elected councillors, with the Chief Executive Officer (CEO) responsible for implementing Council decisions. The CEO is supported by an organisational structure comprising three directors and more than 300 staff who work collaboratively to deliver a broad range of services that meet the evolving needs of our community.

The Cube Wodonga is the city's premier performing arts and events venue, delivering a diverse program of live performances, conferences, community events, exhibitions and commercial hire activities. The venue provides



accessible, welcoming and high-quality experiences that contribute to Wodonga's cultural life, economic activity and community connection.

This position plays an important operational role in delivering professional event and venue services. Working as part of a casual team, employees provide customer service, hospitality, technical, administrative and venue support that enables safe, efficient and memorable experiences for performers, hirers and visitors while maintaining Council's reputation for quality service.

POSITION OBJECTIVES

Provides event, venue, and customer support services at The Cube Wodonga to ensure smooth, safe, and welcoming experiences for patrons and clients. This position encompasses a variety of roles and may assist with front-of-house, bar, and box office operations, as well as basic technical and housekeeping tasks, contributing to the professional delivery of community, cultural, and corporate events. Appointed officers are not required to fulfil all the included roles, with designated responsibilities to be aligned with individual skills and qualifications.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Supports front-of-house operations by welcoming patrons, checking tickets, and assisting with seating.
- Performs bar and kiosk service duties in accordance with RSA and cash-handling procedures.
- Assists with event and venue set-up and pack-down, including furniture and equipment.
- Provides basic support to technical staff in lighting, sound, or audiovisual setup under supervision.
- Maintains venue cleanliness and readiness to uphold presentation standards.
- Follows OH&S, emergency, and risk management procedures, reporting hazards promptly.
- Communicates effectively with supervisors, colleagues, and patrons to ensure smooth operations.
- Completes shift paperwork, incident reports, and basic reconciliations accurately and on time.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	Talk straight – Say what you mean and mean what you say Create transparency – Do not withhold information unnecessarily or inappropriately Right wrongs Practice accountability – Take responsibility for results without excuses Extend trust – Show a willingness to trust others, even when it involves a measure of risk
Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion Listen first – Seek to understand others before trying to diagnose, influence or prescribe
Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values Keep confidences Do what you say you will do to the best of your ability Be open about mistakes Speak of those that are absent only in a positive way
Learning	Work together and learn from each other Continuously improve and innovate

	Be open to change There is a high degree of responsibility for results – delivery without excuses
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JUDGEMENT AND DECISION-MAKING SKILLS

- Balancing multiple operational tasks during busy or extended event periods.
- Maintaining professionalism and composure in customer-facing situations.
- Adapting to changing event needs and schedules under supervision.
- Ensuring safety and compliance when handling cash or assisting with bar and crowd operations.

KEY KNOWLEDGE, SKILLS AND EXPERIENCE

- **Current compliance requirements**
Holds or has the capacity to obtain an RSA, Working with Children Check and National Police Check, along with other role-specific licences as required (e.g., First Aid, White Card, Fire Warden).
- **Customer service and hospitality capability**
Demonstrated ability to deliver professional, welcoming and inclusive service across diverse audiences, including bar operations, front-of-house duties and accessibility support.
- **Event delivery and technical support experience**
Experience assisting with set-up, delivery and pack-down of live events, and familiarity with AV, lighting, sound or staging systems.
- **Financial and administrative accuracy**
Proven skills in cash handling, EFTPOS transactions, POS reconciliation, and using booking/ticketing or scheduling systems to support event operations.
- **Knowledge of OH&S and emergency procedures**
Understanding of workplace safety, risk management and emergency response requirements relevant to public venues, and ability to apply them under pressure.
- **Digital and IT capability**
Competence in MS Office 365 and digital reporting, with the ability to learn new event, ticketing or technical systems quickly.
- **Adaptability and problem-solving**
Demonstrated capacity to balance competing demands in a busy, customer-facing environment, resolve routine issues independently, and escalate complex matters appropriately.

MANAGEMENT SKILLS

- Plans, prioritises and organises own work to meet deadlines and support team priorities.
- Uses initiative to resolve routine issues and seeks guidance for more complex matters in line with established processes.
- Applies problem - solving skills within defined parameters to support project activities and outcomes.
- Uses standard software systems, including Microsoft Office, and adapts to new tools, systems and technologies.
- Demonstrates a willingness to learn and develop within a venue support environment.

INTERPERSONAL SKILLS

- Written and oral communication skills are required when communicating with those identified above and in the resolution of minor problems.

INFORMATION TECHNOLOGY SKILLS

- Be computer literate and have the ability to quickly learn and adopt software programs used by the organisation relevant to the position.

EMERGENCY MANAGEMENT DUTIES

- As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

ESSENTIAL REQUIREMENTS

- Current National Police Check – must be provided prior to commencement.
- Working with Children Check – required where duties involve direct contact with children.
- Pre-employment Functional Assessment – confirming ability to safely undertake inherent physical requirements of the role.
- Responsible Service of Alcohol (RSA) – mandatory for bar and hospitality duties.
- Availability and flexibility to work across varied hours, including evenings, weekends and public holidays, in line with event schedules.
- Capacity to perform inherent physical requirements, including standing/walking for extended periods, lifting/carrying up to 10–20kg with aids/assistance, and working in low-light environments.
- Commitment to Council's values and behaviours of Trust, Respect, Integrity and Learning, demonstrated

through professional and inclusive conduct.

- Willingness to obtain role-dependent training and certifications (e.g., First Aid, Fire Warden, White Card, Test & Tag, EWP) as required.

QUALIFICATIONS AND EXPERIENCE

This Band 3 casual position encompasses a variety of roles, each with distinct responsibilities, qualifications, and requirements. Applicants are not expected to meet the criteria for every role listed within the position description. Instead, they should demonstrate the relevant experience, qualifications, licenses, and capabilities specific to the role(s) they are interested in.

Candidates are encouraged to apply for one or more roles that align with their skills and interests. When submitting an application, please ensure that your documentation clearly reflects your suitability for the specific role(s) you wish to be considered for.

Role Requirements	Administration experience	Experience in Event Delivery and set up	Ability to follow instructions and support AV and room set up and pack downs	Relevant Experience with IT systems (Booking, Ticketing, MS Office suite)	POS and bar service	Experience with Cash Handling
Usher		X				
Bar					X	X
Technical Support		X	X			
Admin Support	X			X		
Box office (during business hours)	X			X		X

Role Requirements	First Aid	RSA	WCC
Usher			
Bar		X	
Technical Support			X
Basic Admin Support Officer			
Box office (business hours)			

KEY RELATIONSHIPS

WHO	WHY
INTERNAL	
Council	Represents The Cube and Wodonga Council professionally, ensuring Council's reputation is upheld through quality event delivery and customer service.
Director	Indirect relationship through the Venue Coordinator and Manager. Ensures alignment of event operations with Council's community and cultural objectives.
Management Team	Indirect relationship through the Venue Coordinator and senior staff.

	Supports the delivery of high-quality events that reflect Council's service standards and community values. May have limited direct contact during large events, briefings, or venue inspections.
Indirect Reports	May provide informal support or guidance to volunteers, work experience participants, or casual staff when rostered together, under the direction of the Venue Coordinator or senior staff.
Internal Stakeholders	Collaborates with staff across Council departments such as Facilities, People and Safety, Finance, Communications, and Customer Service to support event delivery, venue maintenance, and compliance with organisational procedures.
EXTERNAL	
Community	Provides courteous, inclusive and solution-focused customer service to patrons, hirers, performers and community groups using The Cube.
Vendors / Suppliers / Contractors / Consultants	Interacts courteously with external providers assisting with event or venue operations. Follows direction from senior staff to ensure safe, efficient delivery of goods, services, and technical support in line with Council procedures.

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

Attachment 1: PEOPLE AND PERFORMANCE FRAMEWORK

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.	PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.	MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.		

Customer Service and Communication	
Demonstrated commitment to a high standard of service to customers and the community.	• Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works cooperatively and effectively with others	• Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments	• Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future focus	
Looks for improvements and is adaptable to change	• Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required

People Development	
Welcomes opportunities for learning and self - development	• Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements

Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	• Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care

Safety and Risk Management

Takes responsibility for personal actions and reports safety and compliance concerns.	• Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures
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Staff member signature

ATTACHMENT 2: INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORKDAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Event assistance	Assistance with the set up and pack up of equipment and furnishings	- Liaison with staff of all levels - Working in collaboration with external agencies(hirers) - Adhere to procedures, and ensure hirers do so - Driving company vehicles - Visual inspection - Console use with supervision - Moving furnishings and equipment with / without assistance from others and aids	Sitting		X		
			Standing			X	
			Walking			X	
			Lifting up to 10kgs			X	
			Lifting up to 20kgs	X			
			Lifting above 20kgs (2 person lift)	X			
			Carrying up to 10kgs			X	
			Carrying up to 20kgs	X			
			Pushing up to 20kg			X	
			Pulling up to 20kg			X	
			Climbing / Bending / Twisting			X	
			Squatting			X	
			Kneeling		X		
			Reaching			X	
			Fine motor		X		
			Neck postures			X	
			Accepting instructions			X	
			Providing instructions	X			
			Sustained concentration			X	
			Major decision making	X			
			Supervision of others	X			
			Interaction with others			X	
			Exposure to confrontation		X		
			Respond to change			X	
TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Box Office	Assists the	Sitting for up to 2 hours Standing and walking for up to	Sitting			X	

Assistant, The Cube	Front Of House coordinator in the operation of the Box Office for events, which includes customer service, ticket sales and merchandise.	2 hours - Lifting 10kg between ground and waist level - Carrying 10kg over 5 meters - Pushing/pulling catering trolley up to 20kg over 20 meters - Walking/climbing steps in poor lighting to check tickets - Intermittent bending e.g. check tickets - Upper limb use e.g. wiping - Vacuuming for up to 5 minutes - Verbal and written skills - Sustained concentration	Standing			X	
			Walking			X	
			Lifting up to 10kgs		X		
			Carrying up to 10kg		X		
			Pushing up to 20kg		X		
			Pulling up to 20kg		X		
			Climbing steps		X		
			Bending		X		
			Twisting	X			
			Squatting	X			
			Kneeling	X			
			Reaching		X		
			Fine motor		X		
			Neck postures	X			
			Accepting instructions		X		
			Providing instructions		X		
			Sustained concentration				X
			Major decision making	X			
			Complex problem solving	X			
			Supervision of others		X		
			Interaction with others				X
			Exposure to confrontation		X		
			Respond to change		X		
			Prioritisation			X	

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
FOH Usher/bar, The Cube Wodonga	Event/show assistance, ticket checking, ushering for shows, cleaning, bar serving & restocking, evacuation assist as required.	- Sitting for up to 2 hours - Standing and walking for up to 4 hours - Lifting 10kg between ground and waist level (equivalent to weight of slab of beer/soft drink) - Carrying 10kg over 5 metres - Pushing/pulling catering trolley up to 20kg over 20 metres(activity may include lifting up to 10kgs onto trolley) - Placing and/or stacking away individual chairs for	Sitting		X		
			Standing			X	
			Walking			X	
			Lifting up to 10kgs		X		
			Carrying up to 10 kgs		X		
			Pushing up to 20 kgs		X		
			Pulling up to 20kgs		X		
			Climbing		X		
			Bending			X	

			Decision making/ Simple			X	
			Supervision of others		X		
			Interaction with others			X	
			Exposure to confrontation		X		
			Respond to change			X	
			Prioritisation			X	