



Position Description – Event Supervisor

Position Details

Position Title:	Event Supervisor
College/Portfolio:	International & Engagement
School/Group:	RMIT Culture
Campus Location:	Based at the city campus, however may be required to work and/or be based at other campuses of the University.
Classification:	HEW 4
Employment Type:	Fixed Term
Time Fraction:	Casual

RMIT University

RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo, two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

International and Engagement Portfolio

The International and Engagement portfolio is responsible for RMIT's international strategy and agenda, including international development and partnerships and oversight of our international operations including RMIT Vietnam and RMIT Europe. It also incorporates the university's key engagement functions including communications, experience (global marketing, global student recruitment, alumni), and business development and partnerships.

RMIT Culture

RMIT University is custodian of a comprehensive range of historic, new and specialist spaces and entities in the heart of Melbourne, across its northern suburbs and international campuses. RMIT University generates an environment of creating, challenging and sharing knowledge by activating investigation and knowledge through teaching and research, apply new thinking and technologies and prioritise openness for the benefit of RMIT students and staff, industry and community sectors.

RMIT Culture is part of the Business Development & Partnerships team and has broad responsibility to oversee RMIT University's cultural and publicly engaged sites and collections, and support the connection across teaching and research, partners and audience through the delivery of public engagement.

RMIT Culture comprises the areas of specialisation across Galleries, Design and Innovation, Collections and Archives and Screen and Media that incorporates publicly engaged entities, precincts, spaces, collections, including academic and student galleries, science and technology showcases, and enterprise engagement.

Position Summary

RMIT Culture produces and delivers events across multiple sites at the RMIT City Campus, including The Capitol, RMIT Gallery, First Site Gallery and RMIT Design Hub Gallery. The Events Attendant role is a key part of the RMIT Culture Events Team, and is responsible for providing customer service and venue support for RMIT Culture's events and activities.

Working under the supervision of the RMIT Culture team, the Event Supervisor is responsible for delivering across a broad range of RMIT Culture activities and events, including event management, supervision of the RMIT Culture Event Attendants, customer service and ensuring events run smoothly and professionally. The Event Supervisor is responsible for overseeing events and ensuring that all patrons have a safe and enjoyable experience at RMIT Culture Events. They work alongside the specific Event Coordinator, RMIT Venues, the RMIT Culture Production team and other casuals to manage the venue, manage opening and closing procedures, event briefings and debriefs, queuing, crowd management, ticket scanning and food and beverage service.

Reporting Line

Reports to: Manager, Business & Continuous Improvement

Direct reports: Nil.

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Be a positive advocate for RMIT Culture at all times and provide general information to visitors about RMIT Culture programming, activities and events. Provide outstanding customer service to all visitors to RMIT Culture events and attend to all visitor enquiries before, during and after events, including directing visitors within our venues and resolving any issues in a timely, friendly and appropriate manner
- Provide supervision of other Front of House team as required, including monitoring breaks, managing workflow and direction as needed.
- Work collaboratively with RMIT Culture staff, venue and production staff to contribute to smooth delivery of events. Monitor events and activities and report any technical or scheduling issues to the Production Team, and event producer
- Management of the venue, ensuring that all venue operating procedures are followed to ensure the smooth, efficient and on-time running of events and activities, including ticket scanning, guest registration, venue set-up and pack down and presentation of venue.
- Ensure the safety of visitors, including in the event of evacuation, and assist with incidents, operational health & safety, and emergency and crisis management in line with RMIT Policy.
- Queue and crowd management, ensuring queues are orderly, clearly delineated. Monitor crowd conditions and take action to prevent, control or contain any issues and escalate to the event producer or RMIT Culture staff member when required.
- Coordinate auditorium access and event clearance and communicate to the Production team and event producer. Assist any patrons utilising any accessible service including priority access to the venue where possible, directing patrons to accessible seating and providing additional customer service as required.
- Manage and resolve Front of House issues in the first instance where possible, including complaints and incidences. Where required, escalate any serious incidents, emergencies, first aid situations or unresolved complaints to the appropriate RMIT Culture staff member.
- When required, oversee food and beverage service including bar service, ensuring all food and beverage service is compliant, clean and running efficiently.
- Provide general support and assistance to third party event organisers and partners as required.
- Arrive to all shifts on time, in appropriate clothing and ensure that any pre-event briefing material has been read and contribute to post-event reports and debriefs.
- Other duties as directed within the scope of this position description.

Key Selection Criteria

1. Demonstrated commitment to and interest in (one or all) film, theatre, music, performing arts, media arts or contemporary visual culture.
2. Demonstrated ability to provide a high level of visitor service, with proven sensitivity to the requirements of diverse audiences.
3. Demonstrated experience in front of house coordination or venue operations (preferable in a gallery, theatre, cinema or festival setting), or experience in the hospitality industry, and training and supervising staff.

4. Ability to liaise confidently, positively and calmly in a fast paced and high-pressure environment with a broad range of internal and external stakeholders.
5. Proven ability to work effectively with minimal supervision, follow instructions and complete tasks effectively and in a timely manner
6. Proven ability to support complex event management and prioritise competing tasks and timelines
7. Demonstrated ability to be adaptable to a flexible work schedule that includes evenings, weekends and holidays.

Qualifications

Relevant work experience.

Desirable: First Aid Certificate and Responsible Service of Alcohol

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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