Position Description

Venue Assistant (Casual)

WORKING AT THEATRE NORTH

At Theatre North, roles operate within a collaborative and evolving environment. Employees are expected to contribute flexibly to organisational priorities and undertake reasonable duties aligned to their role, skills and capability.

Casual employees are engaged on an as-needed basis to support Theatre North's productions, events and venue operations. Hours of work will vary according to operational requirements and business needs.

OBJECTIVE

The Venue Assistant supports the safe, professional preparation, presentation and operational readiness of Theatre North's venues for performances, commercial events, community activities and venue hires.

Working under the direction of the Technical Manager or designated supervisor the role assists with venue set-up, event changeovers, furniture and equipment movement, venue presentation and operational support to ensure every event is delivered to Theatre North's high standards.

The Venue Assistant contributes to creating exceptional experiences for artists, hirers, audiences and the community through teamwork, professionalism and a commitment to safe work practices.

SCOPE

- Reports to: Technical Manager or delegated supervisor
- Works closely with: Technical team, Front of House team, Administration team, artists, hirers and venue users
- Employment type: Casual
- Salary: $36.11 per hour
- Location: Launceston

The role is rostered according to operational requirements and may include weekday, evening, weekend and public holiday shifts. The position supports the delivery of performances, commercial events, community activities and venue hires, requiring flexibility, teamwork, professionalism and a commitment to maintaining Theatre North's operational and customer service standards.

KEY RESPONSIBILITIES

1. Event Preparation & Venue Set-Up

- Prepare event spaces in accordance with approved floor plans, event requirements and supervisor instructions.
- Set up and pack down tables, chairs, staging, draping, lecterns and other event furniture and equipment.
- Assist with venue changeovers between events to ensure venues are prepared efficiently and accurately.
- Position furniture and operational equipment to support safe and effective event delivery.
- Restore venues to standard operational layouts following events.

2. Event Operations Support

- Assist with deliveries, stock movement and equipment transportation throughout Theatre North venues.
- Support the Technical Department and Front of House Team with operational tasks during event preparation and pack down.
- Contribute to the smooth delivery of events through effective teamwork and communication.

3. Venue Presentation

- Maintain clean, organised and well presented venue spaces before, during and after events.
- Assist with routine cleaning and presentation of public areas, backstage spaces, function rooms and operational areas.
- Report damaged equipment, maintenance issues or presentation concerns promptly.
- Assist in maintaining storage areas in an organised and safe condition.

4. Safety & Compliance

- Follow Workplace Health & Safety policies, procedures and safe work practices.
- Undertake manual handling activities safely and use equipment appropriately.
- Participate in toolbox meetings, safety briefings and operational inductions.
- Identify and report hazards, incidents and near misses promptly.

5. Teamwork & Customer Service

- Work collaboratively with colleagues across all departments.
- Follow instructions provided by supervisors and communicate effectively regarding operational requirements.
- Contribute positively to Theatre North's culture and commitment to exceptional customer service.
- Demonstrate flexibility and a willingness to assist wherever operationally required.

KEY PERFORMANCE INDICATORS (KPIs)

- Venue set-ups and changeovers are completed accurately and within allocated timeframes.
- Venues are presented to Theatre North's operational and presentation standards.
- Safe work practices and policies are consistently followed.
- Positive teamwork, communication and professionalism are demonstrated.
- Operational issues, hazards and maintenance requirements are identified and reported promptly.
- Event preparation and pack down activities contribute to the efficient delivery of productions and events.

SELECTION CRITERIA

Essential

- Ability to undertake physical work including manual handling in a safe manner.
- Demonstrated ability to work effectively within a team.
- Strong communication and interpersonal skills.
- Commitment to Workplace Health & Safety.
- Ability to follow instructions and complete tasks accurately.
- Reliable, punctual and flexible, including availability to work evenings and weekends.
- Current Working with Vulnerable People registration

Desirable

- Experience working in event operations, hospitality, venues, theatre or live events.
- Experience setting up conference, banquet, theatre or exhibition spaces.
- Experience operating manual handling equipment.

PERSONAL ATTRIBUTES

- Positive, reliable and approachable.
- Strong work ethic and willingness to contribute.
- Team focused with a collaborative approach.
- Professional and respectful.
- Adaptable and responsive in a dynamic environment.
- Strong attention to detail.