

POSITION DESCRIPTION CASUAL EVENTS OFFICER

AUGUST 2026

POSITION DETAILS	
TITLE	Casual Events Officer
UNIT	Events Team
TIME FRACTION	Casual
POSITION RELATIONSHIPS	Reports to Events & Program Manager, works closely with Bookings Executive and Front of House Supervisor
PRINCIPAL LOCATION	Victorian Pride Centre 79-81 Fitzroy Street, St Kilda
POSITION SUMMARY	The Events Officer plays a pivotal role in the successful delivery of events and programs at the Victorian Pride Centre. Working as part of the Events team, this casual position is responsible for event set-up and pack-down, maintaining the presentation and cleanliness of event and meeting spaces, operating the bar during events, and providing Front of House and ushering support during programming seasons. The role contributes to the safe and effective operation of the venue by supporting operational, safety, and security procedures, and may involve acting as a key on-site operational contact during events. This is an exciting opportunity for a customer-focused individual with experience in events, hospitality, venue operations, or customer service to contribute to the vibrant life of Australia's first purpose-built LGBTIQ+ community hub. The successful candidate will help create a welcoming, inclusive, and accessible environment for all visitors, hirers, and community members, and will play an important role in supporting the Pride Centre's diverse range of cultural, community, and commercial activities.

KEY DUTIES AND RESPONSIBILITIES	
MAJOR RESPONSIBILITY AREA	
1. GENERAL	
• Demonstrate a proactive, professional, and friendly approach in providing Victorian Pride Centre patrons and visitors with high-quality customer service and support. • Ensure the safety of patrons, visitors, volunteers, performers and colleagues by following venue procedures and safety requirements, including checking emergency exits and venues for potential hazards or obstructions and reporting issues to the Supervisor. • Follow established Emergency Management procedures during building evacuations, first aid incidents, or disturbances. Be prepared to actively assist as a Fire Warden in the event of an emergency evacuation of the building. • Adhere to Occupational Health and Safety procedures and comply with Victorian Pride Centre policies and procedures.	

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MAJOR RESPONSIBILITY AREA	
2. EVENT ASSISTANCE	
• Assist with the delivery of functions and events at the Pride Centre, following directions from the Events & Program Manager or the Front of House Supervisor. • Assist in the efficient set-up and pack-down of events, meetings and bookings, ensuring all required elements are in place. This may include handling AV and technical equipment if necessary. • Contribute to maintaining a welcoming, inclusive, and celebratory atmosphere across all Pride Centre venues and events. • Take responsibility for the cleanliness and appearance of the Centre before and after events including checks of bathroom and kitchen amenities, ensuring they are clean and well-stocked.	

KEY DUTIES AND RESPONSIBILITIES	
MAJOR RESPONSIBILITY AREA	
3. BAR SERVICE	
• Set up the bar according to the VPC Bar Procedures. • Serve the Pride Centre range of bar products in an efficient and professional manner and in accordance with Responsible Service of Alcohol (RSA) requirements. • Operate the Point-of-Sale system to process orders and payments. • Monitor and manage bar stock levels, promptly restocking as needed. This may involve manual handling and lifting of items such as wine, beer, and soft drinks.	

KEY DUTIES AND RESPONSIBILITIES
• Assist with set-up for events and functions, including the manual handling of chairs and trestle tables, and assist with post-event pack-down. • Undertake the pack down and thorough cleaning of bar equipment, including floors and surfaces, at the conclusion of events. • Manage waste disposal during events and resetting waste containers at the end of each event.

KEY DUTIES AND RESPONSIBILITIES
MAJOR RESPONSIBILITY AREA
4. FRONT OF HOUSE & USHERING SERVICES
• Greet visitors and guests to the Pride Centre and provide wayfinding information. • Scan tickets and usher patrons into the venue spaces. • Supervise patrons during performances, including management of latecomers to minimise disruptions. • Clean the venue spaces of glasses and rubbish following events.

KEY DUTIES AND RESPONSIBILITIES
MAJOR RESPONSIBILITY AREA
5. SAFETY AND SECURITY
• Undertake Fire Warden duties during events, ensuring compliance with fire safety procedures and coordinating evacuation efforts in emergencies. • Identify and report any unauthorised visitors or guests to the Supervisor or security. • Maintain up-to-date evacuation training and provide clear instructions to staff, volunteers, security personnel, and patrons during emergencies. • Work with security guards to maintain the safety and security of the building, including briefing event guards at the beginning of each shift, and maintaining radio contact. • Ensure that all building and security protocols are adhered to, including securing the building after events. • Record and report any security incidents, emergencies, or breaches in Safety Culture and communicate incidents to the Events & Program Manager. • Act as the main contact for emergency services during critical incidents.

PROFESSIONAL & PERSONAL QUALITIES REQUIRED
Required • Excellent customer service and communication skills. • Flexibility, reliability, and a proactive approach to work. • Current RSA certificate.

- Current Working with Children's Check (Employment Type).
- Understand and comply with relevant policies, processes and practices with regard to conduct, working with others, uniform, personal hygiene, and health and safety.
- Ability to work effectively both in a team and independently.
- Ability to deal with difficult customers or challenging behaviours in a complex environment.

Desirable

- Previous experience in a bar/restaurant/café hospitality environment with bar (preferred), or general customer service experience.
- First Aid Certificate
- Previous ticketing experience.
- Experience with online booking software.
- An understanding of the LGBTIQ+ sector and contemporary issues affecting LGBTIQ+ communities.

TERMS AND CONDITIONS

- Availability to work evenings, weekends, and occasional public holidays is required, with shifts allocated according to operational and event requirements.
- Employees are required to sign a Confidentiality Agreement to ensure the privacy and security of sensitive information related to the Pride Centre's operations.
- The physical requirements of this position are consistent with those of a fast-paced hospitality environment. Victorian Pride Centre encourages you to advise us of any access needs (pre-existing, or any that may arise) that may have impact on your work. We are committed to ensuring any access requirements are met.
- Employment is conditional upon a satisfactory National Police Check and Employee Working with Children Check (WWCC). Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.
- RSA Certification and WWCC will need to be maintained by the employee for the period of employment.

ACKNOWLEDGEMENTS

POSITION TITLE: Casual Events Officer

NAME:

STAFF SIGNATURE:

DATE

CEO'S NAME:

Paul Horwell

DATE

CEO'S SIGNATURE:

PROBATIONARY REVIEW:

3 months

DATE