



POSITION DESCRIPTION

Position	Stage Door Attendant
Department	Production and Presenter Services
Agreement	<u>Geelong Arts Centre Enterprise Agreement 2021-2024 and its successors</u>
Award classification	Geelong Arts Centre Enterprise Agreement – Stage Door Attendant
Remuneration	\$33.21 per hour, plus 12% superannuation
Terms of engagement	Casual
Work location	Geelong Arts Centre, 50 Little Malop Street, Geelong Costa Hall, Deakin University Waterfront Campus, Geelong
Date reviewed	January 2026
Approved by	Chief Executive Officer & Creative Director

ABOUT GEELONG ARTS CENTRE

We curate, support and present a diverse range of music, theatre, comedy and dance performances, as well as important cultural and arts practice dialogue, workshops, developments, community experiences and free public activations. Our work seeks to welcome every person in our community to engage, learn and express their creativity, making art a universal experience.

Geelong Arts Centre is the cultural heartbeat of Victoria's second-largest city. Established in 1981 as a Victorian Government statutory agency, we have evolved into Australia's largest dedicated regional performing arts complex. A landmark \$140 million redevelopment, completed in August 2023, quadrupled public space, installed world-class staging, lighting and acoustic systems, and created fully accessible foyers that link the historic Ryrie Street building with a striking new Little Malop Street façade designed in consultation with Wadawurrung Traditional Owners.

The campus now comprises four distinct performance venues supported by rehearsal studios, exhibition foyers and meeting and event spaces. Additional creative spaces include purpose-built rehearsal rooms, creative workspaces, and a range of hospitality areas including *Tutti*, our in-house café and restaurant which serves both the general public enjoying the precinct and our audiences pre-show.

Geelong Arts Centre curates a year-round season that pairs national and international touring productions with locally produced work. The Centre also commissions and co-produces work with producers from across the country. Core strands span mainstage theatre, contemporary dance, classical and popular music, children's and family programming, First Nations storytelling and multidisciplinary festivals. A large number of community events perform annually including schools and community ensembles alongside commercial promoters and touring artists.

Geelong Arts Centre is supported by a strong and growing philanthropic and corporate community who champion our work for and by the community. Community engagement and lifelong learning are embedded in our *Creative Learning* program which partners with educators from kindergarten to Year 12, offering curriculum-aligned performances, artist



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workshops and teacher resources. *Creative Engine*, the Centre's industry development hub, allocates seed funding, rehearsal space, mentoring and networking to emerging artists, sustaining a vibrant regional talent pipeline.

Access programs including Auslan-interpreted shows, relaxed performances, sensory-friendly matinees and ticket subsidies ensure that people of all ages, abilities and backgrounds feel welcome.

OUR PEOPLE

We want to make Geelong Arts Centre a place where people genuinely want to work — safe, supported, motivated, and inclusive. The Centre will invest in its workforce by building skills, capability, and organisational agility, while recognising and rewarding performance. We are committed to fostering a diverse, positive, and values-led culture that prioritises wellbeing, engagement, and development. We want to ensure a strong, capable, and inspired team drives the Centre's success.

At Geelong Arts Centre, our people embody four core values that drive everything we do. We are bold in our approach, embracing the freedom to challenge boundaries and think differently. Our welcoming spirit is reflected in genuine smiles that celebrate inclusiveness and our shared passion for creativity. We stay deeply connected by proactively engaging with arts and wider communities, facilitating meaningful exchange of ideas that enrich our cultural landscape.

Working as an ensemble, we value every team member's unique contribution as we strive toward our common purpose. This collaborative spirit extends to our commitment to professional development - we invest in structured learning pathways that help our people grow their skills and advance their careers. By bringing together diverse backgrounds, perspectives and experiences, we create an environment where creativity thrives and extraordinary cultural experiences come to life. Together, we're building a vibrant hub that connects global ideas with local stories and nurtures the artistic heart of our region.

See more in our [Strategic Plan](#).

RELATIONSHIPS

Reports to	Production Manager
Supervises	The role does not include direct supervisory responsibilities however works collaboratively with other roles within the Centre to deliver shared goals and improvement projects.
Internal Relationships	CEO & Creative Director, Directors, People Leaders, Managers, Centre staff.
External Relationships	Contractors and consultants, community stakeholders, visiting companies, hirers, production staff and performers.

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POSITION OVERVIEW

The Stage Door Attendant is part of a team charged with delivering client experiences within the Geelong Arts Centre to the highest of standard. This role focuses on customer service, safety, back-of-house presentation, and supports security for a range of events across Geelong Arts Centre spaces, including Costa Hall, located at Deakin University's Waterfront Campus.

Reporting to the Production Manager and working closely with Technical Operations Staff, the incumbent is responsible for presentation of dressing rooms and green rooms, safety of clients, performers and visiting professionals throughout back-of-house areas and contributes towards a positive client experience.

Representing the Technical, Production and Presenter Services Team and working alongside the Technical, Front of House, Food and Beverage and Security teams to ensure successful event delivery. On the guest's arrival to the venue, Stage Door Attendants are the first representatives to greet them, signing them in on the stage door list and providing a thorough induction before being shown to their allocated dressing rooms and green room. In the event of an emergency, the Stage Door Attendant, along with Technical and Front of House teams, lead guests and patrons through emergency procedures, as set by Geelong Arts Centre (GAC buildings) and Deakin (Costa Hall).

PRIMARY RESPONSIBILITIES

People and teams

- Be an active part of the Stage Door team including attending team meetings and training.
- Liaise with Technical, Front of House, and Food and Beverage teams to ensure successful event delivery.
- Establish and maintain effective working relationships within Geelong Arts Centre.

Stage Door

- Screen all people entering Stage Door prior, during and after performances.
- Provide a high level of customer service to all back of house cast and crew.
- Complete inductions for all visiting companies to ensure that all stakeholders comply to safety policies and adhere to the rules of conduct backstage.
- Demonstrate and uphold strong understanding of Emergency Procedures and act quickly and calmly in the event of an emergency.
- Assist Food & Beverage with the delivery of backstage riders.
- Maintain backstage areas throughout the shift and ensure all areas are clean, tidy, and reset at the conclusion of the shift.
- Complete clear and concise event reports, detailing any incidents or feedback received from cast and crew.
- Report maintenance requirements and faults to appropriate personnel.
- Provide basic first aid.
- Complete administrative tasks as required by Production and Presenter Services.

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Back of House Areas

- Comply with Geelong Arts Centre OH&S policies and procedures by ensuring you protect your own safety and that of others within the workplace.
- Provide input into Workplace OH&S strategies within the workplace.

Geelong Arts Centre

- Liaising with Geelong Arts Centre Security at Stage Door
- Scheduling of performance relay and dressing room signage via Triple Play

Costa Hall

- Act as a security checkpoint for backstage areas, reaching out to Deakin Security when required.

Values, Governance, Safety & Risk Management

The incumbent shall carry out their duties in accordance with legislative and governance requirements, Centre policies, procedures and practices, safety principles, code of conduct for Victorian public sector employees, and Victorian Public Sector Values.

Commitment to Health and Safety

- All staff are responsible for the reasonable care for their own health and safety and that of other people who may be affected by their conduct.
- Geelong Arts Centre is committed to providing a workplace that protects the physical and mental health, safety and wellbeing of our people, visitors and others who work for and with us. Our leadership is critical to promoting a safety culture that is inclusive, supportive, adaptive and free from harassment, discrimination and bullying and achieves positive safety outcomes for our people. Our executive and people leaders are responsible for providing and maintaining a safe and mentally healthy workplace culture where we take care of each other through supporting and providing a work environment where safety is prioritised.

Undertake other duties or projects as reasonably requested.

SELECTION CRITERIA

Essential qualifications and experience

To be successful in this position, you will have:

- Demonstrated experience in monitoring groups of people in an event setting.
- Demonstrated experience in providing a high level of customer service.
- Ability to work autonomously in a small team with minimal supervision.
- Highly developed communication and engagement skills and the ability to establish productive working relationships with a variety of people.
- Proficiency with computers in particular the Microsoft Office 365.



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Desirable qualifications and experience

- Knowledge of safe work practices and emergency procedures
- Experience in conflict resolution
- Experience in arts entertainment/events industry.

Other requirements

- This role is rostered according to activity levels and requires flexibility in working hours to support early morning, evening, and some weekend work as part of the normal hours of duty for this position.
- The following checks, licences and certifications are required for this role:
 - Current and valid Working with Children's Check (employee)
 - Current Responsible Service of Alcohol (RSA) Certificate
 - Completion of HLTAID011 Provide First Aid course, or equivalent, to perform as a First Aid responder. Training will be provided by Geelong Arts Centre on an as needed basis.

The employee must provide evidence that they hold current certifications prior to commencing employment with Geelong Arts Centre. The employee must maintain currency of these checks, licences and certifications for the duration of their employment with Geelong Arts Centre.



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CAPABILITIES

Demonstrable behaviour, skills, knowledge and abilities in the following core capabilities:

Service culture	A people first attitude; considers others' perspectives in making decisions and providing consistent quality advice and service; offers solutions and strategies that best serve the stakeholder's needs.
Personal resilience	Maintains composure and focus under pressure; adapts to changing situations and recovers from setbacks.
Communicating with influence	Engages and energises others through confident and persuasive communication; tailors communication style and message according to audience needs.
Collaboration	Proactively supports working together, shares ideas and provides constructive feedback; respects and values others; encourages camaraderie, cohesiveness, and connectedness.
Navigating complexity	Proactively and quickly makes sense of complex issues; effectively responds to difficult or ambiguous situations; making clear, well-reasoned and timely decisions that have a significant impact on the organisation.

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position. Its purpose is to provide an outline of scope and responsibilities, at a point in time. The scope of the role may be altered from time to time in accordance with changing business requirements.

INSTRUCTIONS TO APPLICANTS

To apply for this role please use the [Careers](#) page of our website. To be considered for this opportunity, candidates must address the **Selection Criteria and Capabilities** requirements and follow the instructions on the Geelong Arts Centre website.