

Crowd Controller Job Description

A comprehensive job description template
for Australian events and entertainment businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and security industry practices at the time of publication. You should review and tailor this template to suit your business, venue type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Crowd Controller / Security Officer (Crowd Control) / Event Security Officer

1.2 Position Summary

The Crowd Controller is responsible for maintaining patron safety and order at events and entertainment venues. This role involves managing crowd behavior, controlling venue access, responding to incidents and ensuring compliance with venue security protocols and liquor licensing regulations where applicable.

The position requires a valid Security Licence (CPP20218), excellent communication and conflict resolution skills, physical fitness and the ability to remain calm and professional in high-pressure situations. Crowd Controllers must demonstrate sound judgment, observe and assess patron behavior and work effectively as part of a security team.

1.3 Reporting Structure

This position reports to:

- Security Supervisor / Head of Security
- Venue Manager / Operations Manager
- Event Coordinator / Security Operations Manager

1.4 Employment Type

This position is available as:

- Casual (event-based shifts with variable hours)
- Part-time (regular rostered shifts at ongoing events or venues)
- Full-time (for large venues or security companies with continuous operations)

2. Key Responsibilities

2.1 Crowd Management and Control

- Monitor patron behavior and crowd density throughout the venue
- Manage crowd flow to prevent overcrowding in specific areas
- Organize and control patron queues at entry points
- Identify and address potential crowd safety issues proactively
- Implement crowd dispersal procedures when required
- Maintain clear emergency evacuation routes at all times
- Communicate with patrons in a professional and courteous manner

2.2 Access Control and Entry Management

- Check patron identification and verify age for licensed venues
- Verify tickets, wristbands or entry credentials
- Refuse entry to intoxicated, aggressive or inappropriate patrons
- Conduct bag checks and searches in accordance with venue policy
- Prevent unauthorized access to restricted areas
- Monitor and control exit points during events
- Operate patron counting systems or technology as required

2.3 Incident Response and Conflict Resolution

- Respond quickly and appropriately to incidents and disturbances
- De-escalate conflicts using verbal communication techniques
- Safely remove disruptive or aggressive patrons from the venue
- Request assistance from other security staff when required
- Provide first aid response for injured patrons where trained
- Coordinate with police and emergency services during serious incidents
- Protect patrons from harm and manage threatening situations

2.4 Security Monitoring and Patrols

- Conduct regular security patrols of venue areas
- Monitor CCTV systems and surveillance equipment
- Identify suspicious behavior or security threats
- Protect venue property from damage, theft or vandalism
- Check and secure venue perimeters and access points
- Report security vulnerabilities or hazards to management
- Maintain visible security presence to deter inappropriate behavior

2.5 Emergency Procedures

- Implement emergency evacuation procedures during fire or safety threats
- Direct patrons to emergency exits calmly and efficiently
- Assist with crowd management during evacuations
- Coordinate with venue staff during emergency situations
- Account for all patrons and staff during evacuations where possible
- Follow venue emergency response plans and protocols
- Provide clear directions to emergency services personnel

2.6 Incident Documentation and Reporting

- Complete detailed incident reports for all security events
- Document patron ejections with reasons and circumstances
- Record names, descriptions and details of persons involved in incidents
- Provide witness statements when required by police
- Maintain accurate records in compliance with security regulations
- Report security issues to supervisors and venue management
- Communicate relevant information during shift handovers

2.7 Liquor Licensing Compliance (Licensed Venues)

- Assist with responsible service of alcohol compliance
- Refuse entry or service to intoxicated patrons
- Monitor patron alcohol consumption and intoxication levels
- Prevent patrons from bringing alcohol into or out of venue
- Support venue staff with liquor licensing obligations
- Document incidents involving intoxicated patrons
- Assist in preventing underage drinking

2.8 Team Coordination and Communication

- Maintain radio communication with security team members
- Coordinate responses with other security personnel
- Share relevant information about security concerns with team
- Work collaboratively with venue staff and management
- Participate in pre-event briefings and post-event debriefs
- Follow instructions from security supervisors and managers
- Assist other security staff during incidents and emergencies

3. Required Skills and Attributes

3.1 Essential Skills

Conflict Resolution and De-escalation

Proven ability to manage conflict situations calmly and professionally. Skills in verbal de-escalation techniques. Confidence in dealing with aggressive or intoxicated individuals without resorting to force unnecessarily. Understanding of when to request backup or police assistance.

Communication Skills

Clear and assertive verbal communication with patrons and colleagues. Effective radio communication with security team. Ability to give clear instructions during incidents. Professional communication with police and emergency services. Strong written skills for incident reporting.

Observation and Situational Awareness

Excellent observational skills to identify potential problems early. Ability to read crowd dynamics and patron behavior. Vigilance in monitoring multiple areas and situations simultaneously. Recognition of suspicious

behavior, weapons or prohibited items. Understanding of crowd psychology and group behavior.

Physical Fitness and Capability

Physical fitness to stand for extended periods (4-8+ hours). Stamina to work in demanding physical environments. Ability to respond quickly to incidents across large venues. Capability to safely restrain or remove aggressive patrons when necessary. Strength and fitness for physical aspects of security work.

3.2 Personal Attributes

- Professional appearance and demeanor at all times
- Calm and composed under pressure
- Confident and assertive without being aggressive
- Reliable and punctual for all shifts
- High level of integrity and honesty
- Ability to work flexible hours including nights and weekends
- Team player with collaborative approach
- Respectful and courteous to all patrons and staff
- Sound judgment and decision-making ability
- Emotionally mature and resilient

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Valid Security Licence (CPP20218 Certificate II in Security Operations) for the relevant state/territory
- Successful completion of crowd control training component
- National Police Check (conducted as part of licence application)
- Eligibility to work in Australia
- Minimum age requirement (usually 18 years)
- Physical fitness for the demands of the role
- Ability to work night shifts, weekends and public holidays

4.2 Highly Desirable Requirements

- Current First Aid and CPR certificate
- Responsible Service of Alcohol (RSA) certificate (mandatory for some venues)
- Previous crowd control or security experience
- Conflict resolution or de-escalation training
- Customer service experience
- Radio communication training
- Driver licence (for mobile security roles)

4.3 Experience

Entry-level positions are available for recently licensed crowd controllers who demonstrate the right attitude, physical capability and communication skills. Experienced candidates should have demonstrated competency in managing crowds at various venue types, handling conflict situations professionally and working effectively in high-pressure environments.

Experience in customer service, hospitality or similar roles dealing with the public is valued. Candidates with experience at different venue types (clubs, festivals, concerts, sporting events) or who hold additional qualifications like RSA are preferred for higher-level positions.

5. Working Conditions

5.1 Hours of Work

- Predominantly evening and night shifts (often 8pm-4am)
- Weekend work (Friday, Saturday, Sunday) is standard
- Public holiday work for special events
- Shift lengths typically 4-8 hours depending on event duration
- Early finish or extension possible based on event circumstances
- Roster provided in advance where possible

5.2 Physical Requirements

- Standing for extended periods (4-8+ hours per shift)
- Walking and patrolling throughout shifts
- Physical capability to respond quickly to incidents
- Ability to safely restrain or escort patrons when required
- Working in crowded, noisy environments
- Stamina to maintain vigilance during long shifts

5.3 Work Environment

- Indoor venues (clubs, concerts, sports venues) and outdoor events (festivals, markets)
- Exposure to loud music and noise
- Working in all weather conditions for outdoor events
- Exposure to intoxicated and potentially aggressive patrons
- Fast-paced, high-pressure environment during peak periods
- Risk of confrontation or physical altercation

5.4 Uniform and Presentation

- Security uniform provided by employer (typically black attire)
- Security licence to be displayed at all times

- Closed, sturdy footwear required (often steel cap boots)
- Professional grooming and presentation mandatory
- Radio equipment and communication devices provided
- High-visibility vest or identification for some events

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Security Services Industry Award 2020 (MA000016) when employed by security companies providing services to events and venues. Crowd controllers employed directly by entertainment venues may be covered by the Amusement, Events and Recreation Award 2020 (MA000080). Confirm which award applies to your specific business and employment arrangement.

6.2 Classification Level

Crowd Controllers under the Security Services Industry Award are generally classified as:

- Level 2: Crowd controller holding CPP20218 Security Licence
- Level 3: Crowd controller with RSA/RSG and additional responsibilities
- Level 4 or above: Senior crowd controller or supervisor roles

The specific classification level will be determined based on qualifications, experience and duties performed. Refer to the applicable award for detailed classification definitions.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Evening work: Additional rates for shifts after 6pm
- Night work: Higher rates for shifts after midnight
- Saturday: Penalty rates apply (typically 150%)
- Sunday: Higher penalty rates apply (typically 175%)
- Public holidays: Highest penalty rates (typically 250%)
- Overtime: For hours worked beyond rostered shifts

Casual employees receive a 25% casual loading instead of paid leave entitlements. Many crowd controllers work casually due to event-based scheduling. Refer to the Security Services Industry Award 2020 or Amusement, Events and Recreation Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all patrons, staff and colleagues with respect and professionalism

- Maintain composure and restraint in challenging situations
- Follow all venue policies, procedures and security protocols
- Comply with security licensing regulations and obligations
- Arrive on time for shifts in full uniform with required equipment
- Notify management immediately of absence or lateness

7.2 Security Standards

- Maintain vigilance and awareness throughout entire shift
- Use minimum necessary force when physical intervention required
- Follow lawful instructions from security supervisors and police
- Complete accurate and timely incident reports
- Maintain confidentiality of security operations and patron information
- Respond appropriately to all security incidents and emergencies

7.3 Safety and Risk Management

- Prioritize patron safety in all decisions and actions
- Identify and report safety hazards immediately
- Follow emergency procedures during evacuations or critical incidents
- Maintain clear emergency access routes
- Use personal protective equipment as required
- Report all injuries, incidents and near-misses

7.4 Teamwork and Communication

- Communicate effectively with security team via radio
- Coordinate responses with other security personnel
- Share relevant information about security concerns promptly
- Support colleagues during incidents and busy periods
- Participate actively in briefings and debriefs
- Accept feedback and direction constructively

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and motivation for security work
- Copy of valid Security Licence (CPP20218) for relevant state/territory

- Copy of RSA certificate (if applicable)
- Copy of First Aid certificate (if held)
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone screening interview
- In-person interview assessing suitability for security work
- Scenario-based questions on conflict resolution and judgment
- Physical fitness assessment (may be required)
- Reference checks with previous employers
- Verification of Security Licence validity

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background or other characteristics protected by law, provided they meet the mandatory licensing and physical requirements for the role.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the venue or business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____