

# POSITION DESCRIPTION

<b>POSITION TITLE &amp; NUMBER:</b>	Business and Development Lead (#1114)
<b>EMPLOYMENT STATUS:</b>	Full time, Ongoing
<b>CLASSIFICATION:</b>	Band 6
<b>STARTING FULL TIME SALARY:</b>	\$88,418 plus superannuation
<b>UNIT:</b>	Bendigo Venues and Events

## APPLICATION GUIDELINES

Please submit a cover letter, outlining why you are interested in this position and detailing your relevant experience with your current CV/resume.

## THE CITY

Greater Bendigo celebrates our diverse community. We are welcoming, sustainable and prosperous. Walking hand-in-hand with the traditional custodians of this land. Building on our rich heritage for a bright and happy future. The City works in partnership with our community to move toward this vision and deliver the Greater Bendigo Council Plan (Mir wimbul).

We are a values driven Organisation and committed to embracing diversity, flexibility and supporting employee training and development. The City provides a safe, inclusive and team orientated work place where people perform at their best. Further information is found at the [City of Greater Bendigo website](http://www.bendigo.vic.gov.au)

## THE UNIT

Bendigo Venues and Events (BV&E) is a business unit of the City of Greater Bendigo and a dynamic leader in performing arts programs and cultural activity, who inspires vibrant, creative communities. BV&E manages and programs five of Bendigo's premiere arts and events venues - Ulumbarra Theatre, The Capital, Engine Room, Dudley House and Bendigo Town Hall. The Unit also curates Djaa Djuwima gallery, supports temporary public art initiatives and delivers a range of cultural development initiatives.

Further information is found at [our website](http://www.bendigo.vic.gov.au).

## POSITION OBJECTIVE

- With a customer service focus, lead public facing interactions and operations of the box office and front of house services to ensure a consistent, professional, and rewarding experience for audiences.
- Lead the delivery of a range of business development and marketing initiatives to increase audience engagement and to support and leverage sponsorship and partnership agreements.

## KEY RESPONSIBILITIES AND DUTIES

- Provide effective leadership to the box office and front of house team leaders.
- With a continuous improvement focus, support efficient staff and volunteer rostering and resource management, staff and volunteer recruitment, development, training and retention.
- Lead the audience facing deliverables of BV&E partnerships and fundraising programs with corporate sponsors, trusts, foundations, government agencies to maximize the potential of our programs, venues and events.
- Lead the delivery of membership program initiatives at BV&E, including working collaboratively with the marketing team on communication, creation of bespoke events, and development of strategies to grow membership numbers and increase financial return.
- Work collaboratively with the marketing team on a range of activities / projects to increase audience engagement.

### Our Values & Behaviours



- Lead the implementation of continuous improvement in systems and administrative processes to improve service quality and efficiency of the box office and front of house teams.
- Undertake project management for a range of projects, and ongoing services ensuring they are delivered as per the scope, on time and on budget.
- Contribute to the development, review and update policies, procedures and guidelines.
- Undertake research and analysis, identifying trends and preparing project briefs, to support informed decision-making and planning.

## SKILLS AND ATTRIBUTES

Technical/specialist skills:	Leadership, customer service, change management, relationship management, business development, project management, budgets
Personal attributes:	Communication, teamwork, time management, flexible, attention to detail

## ORGANISATIONAL RELATIONSHIPS

Reports to:	Coordinator Audience and Engagement
Supervises:	Team Leader Box Office, Team Leader Front of Services
Internal Liaisons:	Staff members, Managers and other City employees
External Liaisons:	Key organisations and partners, contractors, general public, customers, and external stakeholders

## ADDITIONAL INFORMATION

- A satisfactory Police Record Check and evidence of any required vaccinations is required for this position.
- You will comply with and follow all Occupational Health and Safety requirements as set out in all relevant policies, procedures, legislation and Acts.
- You may be provided with or use equipment that contains electronic monitoring devices.
- Some flexibility in working hours is required including early starts, weekends, public holidays and/or evening work.

## QUALIFICATIONS

- Degree or Diploma qualification with some relevant experience or substantial relevant experience in Business, Management, Business Development or similar discipline.

## KEY SELECTION CRITERIA

- Demonstrated leadership experience, managing customer focused teams.
- Experienced in cultivating networks with a keen ability to identify, engage, and foster relationships.
- Proactive approach to identifying opportunities for continuous improvement and implementing innovative solutions.
- Skills in managing time, setting priorities, planning and organising one's own work so as to achieve specific and set objectives in the most efficient way possible.
- Excellent communication skills, both verbal and written with proven skills in quality report writing and preparing external correspondence.
- Proficient in the use of computer software including Microsoft Office suite.

## BAND 6 CLASSIFICATION DESCRIPTORS

### ACCOUNTABILITY & EXTENT OF AUTHORITY:

- Responsible for resource management, freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- Provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients may be significant but it is usually subject to appeal or review by more senior employees.
- Undertake policy development, the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output of these positions can have a significant effect on the process of policy development.
- Formal input into policy development within the works units area of expertise and/or management.

### JUDGEMENT & DECISION MAKING:

- The nature of the work is specialised with methods, procedures and processes developed from theory or precedent.
- Ability to improve and/or develop methods and techniques generally based on previous experience.
- Problem solving may involve the application of these techniques to new situations.
- Guidance and advice are usually available.

### SPECIALIST SKILLS & KNOWLEDGE:

- Proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.
- An understanding of the long term goals of the work unit and of the relevant policies of both the unit and the wider organisation.
- Require a familiarity with relevant budgeting techniques.
- Proficient in the use of computer software including Microsoft office suite.

### MANAGEMENT SKILLS:

- Skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- An understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.

### INTERPERSONAL SKILLS:

- Ability to demonstrate and display the City's staff values and behaviours.
- Ability to provide excellent customer service in adherence to the City's Customer Service Charter.
- Ability and commitment to maintain confidentiality at all times.
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- Ability to liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions within the City to resolve intra-organisational problems.
- Excellent verbal communication skills and the ability to confidently and professionally communicate with a range of stakeholders including executive management, managers and employees.
- Well-developed written communication skills, including the ability to prepare and provide high quality, accurate documents and reports.