

# Position description

## Venue and Bookings Officer

### Summary information

Section	Events and Sister Cities	Directorate	Corporate Services
Position grade	Grade 9	Position type	Permanent, part-time
Skill descriptor	Band 2 Level 2	Direct reports	No
Reports to	Functions and Major Events Lead		
Approval limit	\$3,000	Release limit	Nil
Created/reviewed	February 2024	BCC number	BCC1952 and BCC1955

### Our Values

#### TEAMWORK



#### CUSTOMER FOCUSED



#### INNOVATION



#### COMMITMENT TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

#### Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their teams success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

## 1 Position purpose

- This role is primarily responsible for the bookings and coordination of functions and events at The Colebee, Nurragingy Reserve.
- The role will be responsible for coordinating the bookings management system, sales and marketing and client interactions on the day of the event.
- Act in accordance with the NSW *Work Health Safety Act 2011*, *Work Health Safety Regulation 2017* and the Work Health and Safety (WHS) System.

## 2 Qualifications and experience

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### Essential

- Tertiary qualification in Event Management or Marketing or a related field
- Solid experience in a similar field
- Ability to work within a team environment and with minimal supervision
- RSA certificate
- Current First Aid certificate
- Current Class “C” driver’s license

### Desirable

- Experience with food and beverage
- Available to work flexible working hours during the week or on weekends

## 3 Authority

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The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent’s authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

## 4 Key accountabilities

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### Position specific

- Provide high standard customer service to clients of the facility and ensure that all enquiries are responded in a quick and efficient manner.
- Promote and attract new clients to the venue by establishing a marketing and sales campaign through industry trends.
- Ensure that the venue fixtures and equipment are well maintained and serviced as required.
- Coordinate with external stakeholders on behalf of the client for functions requiring catering service, event décor, entertainment, photography, hire vehicles and florist.
- Ensure timely and efficient set up of the room based on the client’s needs.
- Appropriate grooming and dress standards are adhered to in accordance with Councils guidelines.
- RSA and legislative requirements are followed at all times and in accordance with the Liquor and Gaming Licence.
- Cash handling procedures are followed at all times.
- Opening and closing of the venue are in accordance with the venues operating procedures.
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
  - familiarise yourself with our Volunteers policy and standards
  - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
  - undertake training needed to effectively coordinate volunteers

- allocate sufficient time to volunteer coordination.

### Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your manager immediately.
- WHS001 - Matrix is attached.

### Corporate

- To commit to and embrace the objectives of our community strategic plan, Our Blacktown 2041, by contributing to the delivery of our corporate objectives and strategic vision.

### Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

### Environmental sustainability

- Act in line with the *NSW Protection of the Environment Operations Act 1997*, the *NSW Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

## 5 Duties

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- Respond back to all booking enquiries for the venue, including showing new clients through the venue and providing information on what is included and pricing.
- Promote and market the venue via industry trends to attract new clients.
- Prepare formal quotations for the hirer based on their needs and expectations. All bookings to be managed through a centralized system and be updated accordingly.
- Set up and pack down of the venue as and when required.
- Assist with coordinating the staff roster for functions after hours or on weekends.
- Conduct site inductions to all stakeholders onsite at the venue – including the use of AV equipment and furniture, emergency management procedures, evacuation route and the use of safe manual handling.
- Maintain and update furniture and equipment inventory.
- Liaise with Council's maintenance staff and external contractors.
- Liaise with external stakeholders for the hiring of equipment and goods based on the client's needs.

- Order of goods and services as required.
- Liaise with the venue caterer to ensure that the client's needs are met.
- Ensure all store rooms, fridges and cupboards are cleaned, restocked and organised prior to the next function.
- Waste management practices are followed and bins are placed outside on the scheduled weekly collection and returned back to the storage area once emptied.
- Processing of invoices and refunds.
- Coordinating cash collection (fortnightly).
- Be a point of contact for public users of the park during peak season.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

## 6 Performance criteria

As per Council's performance management system.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business and operational objectives. They are responsible for enabling the success of their teams, and for ensuring they can achieve all performance metrics whilst keeping each individual accountable.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

### Acknowledgement and agreement

<b>Employee</b>	<b>Name</b>		
	<b>Signature</b>		<b>Date</b>
<b>Supervisor</b>	<b>Name</b>		
	<b>Signature</b>		<b>Date</b>