

## Venues Officer

<b>Business Unit</b>	<b>Venue Management</b>
<b>Department</b>	<b>Venue Management</b>
<b>Division</b>	<b>Community, Culture &amp; Leisure</b>
<b>Location</b>	<b>Drummoyne</b>
<b>Classification/Grade/Band</b>	<b>Grade 6</b>
<b>Position Code</b>	<b>Various</b>
<b>Date position description approved</b>	<b>August 2023</b>

### Council overview

The City of Canada Bay is a vibrant and diverse city in the heart of Sydney's inner west. With many parks and reserves, and surrounded by river foreshore, we are only 6 kilometres from the Sydney CBD.

### Primary purpose of the position

- To provide an exceptional level of customer service and act as the initial point of contact for customers to book venues and ensure the smooth running of operational activities associated with council owned community venues for hire.

### Key accountabilities

Within the area of responsibility, this role:

- Responds to all booking enquires in a prompt and professional manner, providing clear and concise information and following-up on all issues through to completion.
- Effectively manages the administration of bookings (following up payments, processing fee waivers, releasing of bonds, organising access etc.).
- Facilitates site inspections for hirers.
- Handles complaints with empathy and sincerity and resolves customer issues to an appropriate resolution.
- Works closely with the Venues Manager and Venues Coordinator to coordinate venue management including operational and maintenance issues, cleaning, and general upkeep.
- Analyses availability to maximise occupancy and negotiates with customers to ensure optimum yielding of available space.
- Actions set-up and pack-down of furniture and equipment before and after events when directed by the Venues Manager.
- Assists in developing, implementing, and reviewing processes, policies, and procedures for the facility to deliver quality standards of service to customers.

- Works independently, takes initiative, and achieves tasks autonomously.
- Carries out additional tasks within your skill set as assigned by Venues Manager, or Director Community, Culture & Leisure.

## Key challenges

- Managing competing priorities.
- Identifying and resolving issues in a timely manner to maintain a quality level of service and a positive customer experience.

## Key internal relationships

Who	Why
<b>Manager</b>	The Manager oversees the operations for the venue management team and will work with the Venues Officer to develop growth opportunities and to deliver results by communicating job expectations, planning, and monitoring.
<b>Other Departments</b>	Engagement with Staff (teams) within Council as necessary to ensure that all relevant matters are considered in managing venue management activities to ensure an excellent customer experience.

## Key external relationships

Who	Why
<b>Residents/Hirers</b>	Foster and strengthen effective linkages with external stakeholders to enhance the customer service experience on behalf of Council. Regular contact is made to liaise, advise and co-ordinate operational activities.

## Key dimensions

<b>Decision making</b>	<p>This position follows routine operational processes and expenditure within their delegated authority. All work which is outside the role's delegations must be approved formally by the Manager.</p> <p>The position makes decisions within the established processes and policies in consultation with their manager.</p> <p>Matters that have a significant long-term effect on Council must be discussed with the Manager.</p> <p>Expenditure that is outside delegation or budget requires the approval of the Manager.</p>
<b>Reports to</b>	Venues Manager
<b>Direct reports</b>	Nil
<b>Financial Delegation</b>	TBC

## Essential requirements

### Qualifications & Experience

Tertiary qualifications or a minimum of 3 years' experience in office administration, hospitality/ events or sales and marketing.

High degree of professionalism with demonstrated exceptional customer service skills and the ability to handle complaints.

Strong communication skills with the capability to negotiate with a range of customers, stakeholders, and suppliers.

Detail orientated and organized with demonstrated time management, planning and prioritizing skills.

Highly motivated, with the ability to work autonomously (and part of a team) and take initiative to achieve tasks and objectives.

Experience in the Microsoft Office suite of products (Word, Excel, PowerPoint) as well as exposure to bookings software and database maintenance

Currently hold, or willing to obtain, a Responsible Service of Alcohol Certificate.

Current Class C Driver's Licence.

### Desirable





Previous experience of online venue hire booking software.

## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

## Local Government Capability Framework

Capability Group	Capability Name	Level
 <b>Personal attributes</b>	<b>Manage Self</b> Shows drive and motivation, an awareness of strengths and weaknesses, and is commitment to learning	Intermediate
	<b>Display Resilience and Adaptability</b> Expresses own views, perseveres through challenges, and is flexible and willing to change	Foundational
	<b>Act with Integrity</b> Is honest, ethical and professional, and prepared to speak up for what is right	Intermediate
	<b>Demonstrate Accountability</b> Takes responsibility for own actions, commits to safety, and acts in line with legislation and policy	Intermediate
 <b>Relationships</b>	<b>Communicate and Engage</b> Communicates clearly and respectfully, listens, and encourages input from others	Adept
	<b>Community and Customer Focus</b> Commits to delivering customer and community focused services in line with strategic objectives	Adept
	<b>Work Collaboratively</b> Is respectful, inclusive and a reliable team member, collaborates with others, and values diversity	Intermediate
	<b>Influence and Negotiate</b> Persuades and gains commitment from others, and resolves issues and conflicts	Intermediate
 <b>Results</b>	<b>Plan and Prioritise</b> Plans and organises work in line with organisational goals, and adjusts to changing priorities	Intermediate
	<b>Think and Solve Problems</b> Thinks, analyses and considers the broader context to develop practical solutions	Intermediate
	<b>Create and Innovate</b> Encourages and suggests new ideas and shows commitment to improving services and ways of working	Intermediate
	<b>Deliver Results</b> Achieves results through efficient use of resources and a commitment to quality outcomes	Intermediate
 <b>Resources</b>	<b>Finance</b> Is a responsible custodian of Council funds and applies processes in line with legislation and policy	Intermediate
	<b>Assets and Tools</b> Uses, allocates and maintains work tools appropriately and manages community assets responsibly	Intermediate
	<b>Technology and Information</b> Uses technology and information to maximise efficiency and effectiveness	Intermediate
	<b>Procurement and Contracts</b> Understands and applies procurement processes to ensure effective purchasing and contract performance	Intermediate

## Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> <li>Follows through reliably and openly takes responsibility for own actions</li> <li>Understands delegations and acts within authority level</li> <li>Is vigilant about the use of safe work practices by self and others</li> <li>Is alert to risks in the workplace and raises them to the appropriate level</li> </ul>
<b>Relationships</b> Community and Customer Focus	Adept	<ul style="list-style-type: none"> <li>Demonstrates a sound understanding of the interests and needs of customers and the community</li> <li>Takes responsibility for delivering quality customer-focused services</li> <li>Listens to customer and community needs and ensures responsiveness</li> <li>Builds relationships with customers and identifies improvements to services</li> <li>Finds opportunities to work with internal and external stakeholders to implement improvements to customer services</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>Participates constructively in unit planning and goal setting</li> <li>Helps plan and allocate work tasks in line with team/project objectives</li> <li>Checks progress against schedules</li> <li>Identifies and escalates issues impacting on ability to meet schedules</li> <li>Provides feedback to inform future planning and work schedules</li> </ul>
<b>Resources</b> Technology and Information	Intermediate	<ul style="list-style-type: none"> <li>Shows confidence in using core office software and other computer applications</li> <li>Makes effective use of records, information and knowledge management systems</li> <li>Supports the introduction of new technologies to improve efficiency and effectiveness</li> </ul>

# SCHEDULE OF OPERATIONAL RESPONSIBILITIES

## 1. Work, Health & Safety Responsibilities

### 1.1. Worker

A worker's responsibilities include, but are not limited to:

- Taking reasonable care for his/her own health and safety.
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- Reporting all incidents, hazards and near misses to their direct supervisor.
- Actively participating in injury management and rehabilitation programs.
- Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- Attending all specified training and induction courses.
- Contributing to workplace practice and procedure reviews.
- Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- Participating in workplace inspections.
- Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

### 1.2. Coordinator/Supervisor

In addition to the responsibilities of a worker, a Coordinator's/Supervisor's responsibilities also include, but are not limited to:

- Providing advice to the Manager on WHS issues.
- Organise prompt provision of first aid or medical attention for injured workers when required.
- Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- Providing alternative duties/employment for injured workers as an integral part of the return to work process.

- Consulting with workers and other stakeholders to ensure the Injury Management Program and Rehabilitation Program operate effectively.
- Including safety training and equipment in budgets.
- Ensuring the staff under your area of responsibility hold and maintain all tickets, licences, operative training etc required for their job by legislation or through the organisation's policy/procedures, and ensure a record of certification is maintained.
- Ensuring all workers have attended relevant induction and essential safety courses.
- Monitoring the use of Personal Protective Equipment (PPE) in accordance with Council's policies.
- Undertaking workplace inspections in accordance with the City of Canada Bay's policies and corrective action taken if required.
- Ensuring purchases comply with the City of Canada Bay's requisition procedures and purchasing policy.
- Maintaining awareness of legislation which regulates activities you are responsible for.
- Advising managers of any person who is not engaging or complying with safe work practices or the organisation's policies and procedures.
- Ensuring hazards identified are investigated, assessed and remedial actions adopted to eliminate or control risks.
- Ensuring all measures (including procedures and equipment) that are adopted to eliminate or control risks to health and safety are properly used and maintained.
- Ensuring workers are supervised by a competent person.
- Ensuring amenities are maintained in a safe and healthy condition at all times.

### **1.3. Manager**

In addition to the responsibilities of a worker, this position is also responsible, as a Manager, for:

- Advising the Executive of WHS issues.
- Organise prompt provision of first aid or medical attention for injured workers when required.
- Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- Providing alternative duties/employment for injured workers as an integral part of the return to work process.
- Ensuring all workers attend appropriate induction courses/programs and that all such training is fully documented.
- The inclusion of health and safety requirements, including safety training and equipment in budgets.
- Performing the required workplace inspections and audits as per the City of Canada Bay's policies, and ensuring required remedial action is completed and recorded.
- Ensuring that all equipment purchased meets the City of Canada Bay's WHS requirements and is maintained and inspected in accordance with designers, manufacturers and suppliers, recommendations or Council's policies and procedures.
- Performing on the job inspections to ensure compliance with working procedures for safe working practices.

- Ensuring all Job Plans and Position Specifications include responsibilities under the City of Canada Bay's WHS policy.
- Ensuring safe work method statements are developed and implemented in consultation with relevant personnel for tasks that are identified as high risk tasks.
- Effective procedures are in place, and are implemented, to identify hazards.
- All required work activities have a corresponding Safe Work Method Statement (SWMS) which are provided to workers and PCBUs undertaking the work activity.
- Programs are in place for issue, use and maintenance of Personal Protective Equipment (PPE).
- Appropriate amenities are available for all workers and PCBUs whilst they are in the workplace.
- That documents used in relation to the WHS Risk Management System are retained in a secure environment.

## 2. Workplace Behaviour Standards and Expectations

### 2.1. Employees' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy employees are responsible for:
- Embracing diversity and supporting inclusive workplaces
- Recognising different styles and perspectives
- Contributing to open communication and information sharing
- Taking seriously any incidents of bullying or harassment for themselves and other employees and reporting them promptly

In addition to the responsibilities of an employee, this position is also responsible, as a Manager, for:

### 2.2. Managers' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy managers are responsible for: promoting open communication, sharing information
- Not diminishing or seeking to excuse reported instances of harassment or bullying
- Providing constructive, regular, reasonable performance guidance
- Embracing diversity and supporting an inclusive workplace
- Recognising and appreciating different working styles and perspectives
- Allocating duties fairly, setting clear expectations and realistic deadlines
- Monitoring potential for and acting promptly on, bullying or harassing behaviour

### 2.3. Child Safe Organisation

- The City of Canada Bay is a Child Safe Organisation that recognises and advocates for the rights of Children and Young People. We aim to reduce the likelihood of harm to children, to increase the likelihood of identifying and reporting harm and respond appropriately to disclosures, allegations or suspicions of harm.

## 3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

## 4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.



## 5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

or

This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

## 6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

## 7. Delegations

Delegations for the position are listed in the Register of Delegations and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

## 8. Organisation Values

Value	Value Statements
<b>We act with integrity</b>	We are accountable to ourselves and our community. We are honest, fair and ethical in all we do. We are clear and transparent in our actions. We do what we say we will.
<b>We empower our people</b>	We invest in our people and build leaders. We encourage our people to be decision makers and to take action. We take ownership of our actions. We are approachable and lead by example.
<b>We are respectful</b>	We listen to each other with an open mind. We build relationships on mutual respect. We are open, honest and constructive in our communication. We are inclusive and embrace diversity. We will respond to our community in a timely and responsible manner.
<b>We work together</b>	We care about each other and about our community. We are committed to building and maintaining a safe environment for our people. We support our people to perform at their best and celebrate achievements. We collaborate to get the best out of each other. We work with our community to build a better future.
<b>We innovate</b>	We encourage and value ideas that will improve services for our community. We are creative problem solvers and are committed to creative thinking. We will be better tomorrow than we are today, building on past success. We continuously improve and challenge ourselves to deliver better outcomes.