

Position Description

Position Title:	Venues and Visitor Services Manager
Directorate:	City Wide Services
Service Unit:	Civic Services
Salary Point:	17
Position Reports To:	Manager, Civic Services
Staff Management:	Yes, management of 2 service elements, 3 coordinators, up to 20 staff plus casuals
Budget Responsibility:	Yes, responsibility for Venues, Visitor Information Centre, ad hoc projects
Date PD Reviewed:	11/7/19

Organisation Context of Position
<p>The City of Newcastle employs over 900 staff and is responsible for a local government area of 187km². Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses 5 Directorates:</p> <ul style="list-style-type: none"> • Governance • Strategy and Engagement • People and Culture • Infrastructure and Property • City Wide Services <p>The purpose of the City Wide Services Directorate is to:</p> <ul style="list-style-type: none"> • Ensure CN's range of services and servicing for the community and visitors is consistently maintained at a high level throughout and across CN. • Facilitate a high level of community connection across and on behalf of CN. • Ensure services are set at a level that is clearly articulated to the elected CN and which are financially sustainable. • Set a benchmark for the organisation of exemplary customer service. <p>The Service Units and Elements that form the City Wide Services Directorate are:</p> <ul style="list-style-type: none"> • Art Gallery (Service Element) • Museum (Service Element) • Civic Services • Libraries & Learning • Customer Service • Waste Services • Parks & Recreation

Workplace Health & Safety	
WHS RAA Level	Level 4

For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.

Position Responsibilities

- Maximise the revenue generated from venue hire activities and commercial contracts held within the service unit, while achieving the City of Newcastle strategic priorities for the Venues and Visitor Services service elements.
- Optimise venue occupancy of the City Hall and other City venues, and lead effective marketing and business development initiatives for both Venues and Visitor Services service elements.
- Develop and manage best practice Visitor Information services for the City, ensuring effective liaison with external stakeholders and other sections of the City such as tourism, economic development, business events and destination management.
- Lead and manage a multi-disciplinary staff, developing, maintaining and enabling productive working relationships across the Civic Services service unit and the City.
- Prepare and manage operational budgets, including monitoring expenditure and reporting on performance.
- Ensure effective processes and systems are in place for effective communication, management and operation of the Service elements.
- Effectively manage all agreements ensuring outcomes are achieved.
- Ensure effective processing and sharing of information between Business Services and Cultural programming teams to ensure co-ordination, integration and effective operations between business and cultural activities.
- Contribute to strategic planning and policy development.
- Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence and training.

Position Selection Criteria

Essential

1. Relevant tertiary qualifications in Marketing, Venue or Event Management, Tourism, Business or equivalent discipline.
2. Extensive experience in operational venue management.
3. A clear commitment to and ability to deliver excellent customer service.
4. Demonstrated skills in financial management of a venue, services delivered under contract or similar.
5. Demonstrated experience in leading and managing a multi-disciplinary team, with high level coaching skills.
6. Demonstrated experience in developing effective operational processes, and improving commercial viability, and managing change to achieve improved outcomes.
7. Demonstrated capacity in business planning and reporting.
8. Experience in contract management and administration.
9. Highly developed client relations and negotiation skills necessary for resolving commercial and service questions that will avoid disputes in relation to contract and financial outcomes.
10. Excellent communication skills, both oral and written, which results in effective and positive relationships with colleagues and the general public.

Desirable

1. Experience in tourism, visitor services or the visitor information sectors.
2. An understanding of local government operations.