

Position Description

Position Title:	Venue Hire and Event Coordinator
Directorate:	City Wide Services
Service Unit:	Civic Services
Salary Point:	9
Position Reports To:	Coordinator Newcastle Venues
Staff Management:	NA
Budget Responsibility:	NA
Date PD Reviewed:	September 2019

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 6
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

- Principal contact and liaison for all clients using Newcastle Venues function spaces.
- Manage all aspects of client engagement, with a focus on providing a high-quality client experience throughout the event booking, planning and delivery process.
- Maintain a focus on continuous improvement, actively seek and measure client feedback on services and facilities provided to enhance future service delivery.
- Financial administration and operational management of all bookings, including quotes, licenses, contracts, supplier liaison, invoicing and reconciliation.
- Source and provide clients with advice on event conceptualisation including detailing operational, technical, food, beverage, marketing and audio-visual services, to ensure the best possible outcome for clients. Liaise between service providers and clients to provide a smooth service experience.
- Devise and up-sell services to clients to generate the maximum possible income and return to Council, using knowledge of service unit capabilities, available services and past client experience.
- 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. Substantial experience in a similar role for a venue-based functions and events business, or equivalent in conference planning/delivery, tourism, hospitality or similar area.
2. Substantial financial administration experience.
3. Demonstrated excellent communication and interpersonal skills with the ability to build and maintain effective relationships with a range of stakeholders, and to interact effectively and comfortably with colleagues, clients, suppliers and event attendees.
4. Demonstrated ability to work autonomously and contribute fully to a team by securing, assessing and distributing critical operational information in a timely, clear, concise and reliable way.
5. Demonstrated excellent organisational skills with a strong emphasis on time management, financial accountability and flexibility to adjust and adapt workload to meet competing priorities.
6. Experience in budgeting, cost control, and expense recovery.
7. Experience in using event software (preferably Ungerboeck) and documentation management systems for the purposes of managing events, including taking bookings, invoicing and financial management and resource allocation.
8. Current Class C Drivers Licence.

Desirable

1. Tertiary qualification or relevant industry experience in events management.
2. Outdoor event delivery experience.
3. Qualifications or relevant industry experience in financial control or business skills.
4. High level sales skills training.