

Venue Support Assistant

Role purpose

The role is responsible for assisting the City Events Coordinator to ensure that customer's using the facilities for events and functions have a high-quality experience.

The role is also responsible for the presentation, cleanliness and infection control of various Council facilities. The facilities include office accommodation and operational areas, public spaces, together with certain civic venues that are hired for private functions.

Role overview

EA and Classification	Hobart City Council Enterprise Agreement 2021 Municipal Employee Level 2
Position Description Number	9773
Number of direct reports	0
Responsible for total staff	0
Delegations and Authority	Nil
Budget level	Nil
Division, Unit, Team	City Futures Division, Creative City Unit, Hall Keeping Services Team
Immediate Manager	City Events Coordinator (4490)



Role accountabilities Key result areas

Unit

- Assist the City Events Coordinator in providing an appropriate level of service for the hire and supervision of Council's civic venues and meeting room facilities, together with the provision of an appropriate standard of maintenance, presentation and cleaning.
- Assist the City Events Coordinator to deliver a high volume of quality events, by providing logistical and administrative support.
- Provide event assistance including set up and pack down, and other ad hoc tasks such as meet and greet, site viewings, audio visual equipment set up.
- Assist the City Events Coordinator to maintain security within the venues.
- Provide high standards of cleaning, infection control and housekeeping services within various Council facilities, and maintain appropriate documentation.
- Order domestic supplies and undertake stock control.
- Provide general assistance to the Coordinator as required.
- The role will liaise with hirers of the Council facilities, caterers, tradespeople and security personnel together with members of the general public.

Work Health and Safety

- To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS applicable policies and procedures.

NOTE: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence, and training.

Qualifications and licences

Essential

- Completion of Year 10 and/or Certificate III in Cleaning Operations coupled with demonstrated experience in cleaning, or significant experience in cleaning within a similar environment.
- Current Registration to Work with Vulnerable People.
- Current Driver Licence.

Selection criteria

Knowledge and experience

1. Ability to provide hands-on support at functions, including room set/pack up, coffee station preparation, audio visual, meet and greet, and backup administrative support.
2. Ability to use initiative to solve day-to-day and operational problems within the scope of established procedures.
3. Ability to act with a high level of autonomy, self-management, time management, safety and confidentiality.

Skills and competencies

4. Be available for a 7-day rostered week (after-hours and weekends) and capable of working extra time if events are not finished within the rostered period.
5. Good written and verbal communication skills and an ability to develop a friendly, courteous and professional relationships with a range of customers and stakeholders, while representing the organisation professionally to both internal and external clients.
6. Physically capable of working for long periods of time on their feet, undertaking manual handling and using a range of light industrial equipment such as carpet cleaners and buffer machines.
7. Demonstrated ability to work within a team environment.

Behavioural competencies

8. Actively demonstrates the expected behaviours described in the Behavioural Competency Framework.



Behavioural Competency Framework

Our Values

People

Care about people – our community, customers and colleagues.

- Considers people in all things we do.
- Values individual differences and diversity.
- Guides, mentors and develops people.
- Tailors communication to specific audiences.
- Actively listens to others and encourages feedback.
- Communicate with others respectfully.

Teamwork

We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community.

- Supports equal and fair treatment for all.
- Is seen as a team player and finds common ground in a respectful way.
- Seeks and provides feedback to improve working relationships.
- Actively looks for opportunities to share knowledge and utilise strengths.
- Works cooperatively to achieve shared objectives.
- Recognises others for their contributions and accomplishments.
- Gains and demonstrates trust and support for others through actions.

Focus and Direction

Have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community.

- Has a clear and specific understanding of what needs to be achieved.
- Actively participates in planning and provides feedback.
- Considers sustainable options.



Behavioural Competency Framework

Our Values

Creativity and Innovation

Embrace new approaches and continuously improve to achieve better outcomes for our community.

- Agile and continually looks for opportunities for Lean improvements.
- Stimulate passion and excitement to overcome problems.
- Follows ideas through to action, reflects and always seeks to do better.
- Demonstrates diverse thinking and embraces change.
- Encourages peers to do the same.

Accountability

Transparent in all our dealings, work to high ethical and professional standards and are accountable for delivering outcomes for our community.

- Follows through on commitments and encourages others do the same.
- Takes personal responsibility for own timely and quality activities.
- Designs feedback into work processes.
- Provides exceptional service to stakeholders and customers.



Behavioural Competency Framework

Operational

Safe working practices

Maintain a safe working environment.

- Works safely and looks out for others.
- Drives responsibly and considers other road users.

Policies and procedures

Comply at all times with policy and protocol requirements.

- Actively demonstrates compliance with the City's corporate policies.
- Provides support to others.
- Offers feedback on improvements or better practice.

Legislative framework

Works within legislative framework.

- Takes responsibility for their own learning of the legislative environment in which they work.
- Seeks guidance and clarification of any uncertainties before acting.
- Works within any delegations and authorities.

Risk management

Take a risk management approach.

- Actively adopts a proactive risk management approach.
- Fosters an environment where managing risk is accepted as the personal responsibility of each employee and encourages others to do the same.

Judgement

Identifies and acts on issues and develops quality solutions, setting high standards of decision making.

- Always role models our values.
- Demonstrates rigor to make effective and quality decisions.
- Stands up and acts when issues arise with a sound and level-headed approach.
- Keeps informed of activities and evolutions in the broader business.

Pre-employment checks

1. National Police check
2. Pre-employment Medical Assessment – Medium Risk

Notes

- Regular checks of the validity and status of essential licences and registrations are undertaken during the term of employment.
- The employee is responsible for notifying any new criminal convictions during the course of their employment.
- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*.

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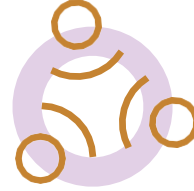
Proud of our capital city role

We rise to the call of being the island state capital. We are city shapers, amplifying our industry, commerce and small business communities by attracting investment and services to support them.



Focused on thriving

We are future proofed, not only doing our work well, but pursuing the work that makes a difference for our community.



Community-centered

It is easy for all of our community to work with us and they are central in how we design and do our work.



Grounded in active governance + civic involvement.

We fulfil our legislative and civic responsibilities with transparency, accountability and fairness and we are equipped to do that well.



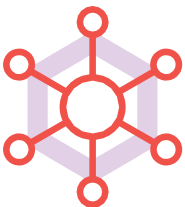
Creative + impactful

We deliver value for money and work creatively to ensure positive outcomes for all our stakeholders.



Leading from the heart

We acknowledge everyone is a leader. We are all accountable for building a positive, safe and caring culture for our organisation and the people in it.



Integrated + Collaborative

Making whole-of-organisation decisions is easy and we work as one team to successfully deliver for the community.



Scalable + Adaptable

We care for both our natural and built assets. We respond to our growing city and ongoing changes in our community and their expectations.



City of HOBART