

POSITION DESCRIPTION

SENIOR PROGRAMMING AND BOOKINGS OFFICER

POSITION NUMBER	TBC
DIRECTORATE	Community and Culture
SECTION	City Life
REPORTS TO	Coordinator Programming and Operations
DIRECT REPORTS	2
GRADE	10
CONDITIONS OF EMPLOYMENT	Local Government (State) Award 2020
DATE PREPARED	May 2021
DATE LAST UPDATED	June 2021

1. PURPOSE OF THE POSITION

- 1.1 Provide effective day to day and hands-on leadership for the delivery of appropriate and responsive programming and bookings services.
- 1.2 Deliver effective and efficient customer service, including programming and bookings management of Council venues, sporting infrastructure and open spaces, including but not limited to:
 - Hurstville Entertainment Centre (HEC);
 - Community centres;
 - Halls for hire;
 - Sporting fields;
 - Courts; Pavilions;
 - Clubrooms and associated facilities; Parks; and
 - Plazas.
- 1.3 Maintain relevant information on Council's social media platforms relating to Council's performance venues, community centres, halls for hire and sporting infrastructure.
- 1.4 Implement Council's strategic objectives for performance venues, community centres, halls for hire and sporting infrastructure.

2. KEY ACCOUNTABILITIES

- 2.1 Efficiently and effectively manage the use of Council's performance venues, community centres, halls for hire and sporting infrastructure including ongoing liaison with all relevant community and cultural groups, sporting clubs, associations, schools and internal and external customers.
- 2.2 In line with Council's Customer Commitments, provide excellent service and advice to external and internal customers including current clients, potential clients and key stakeholders.

- 2.3 Ensure Council's bookings databases are up to date.
 - 2.4 Administer appropriate fees, charges, bonds, refunds and keys as required for users of Council's performance venues, community centres, halls for hire and sporting infrastructure including park gates, buildings and floodlighting.
 - 2.5 Attending meetings, site/venue inspections on and offsite as required.
 - 2.6 Liaise with clients and user groups in relation to maintenance requests, complaints and consultation on future developments.
 - 2.7 Monitor and report on the utilisation of performance venues, community centres, halls for hire and sporting infrastructure and make recommendations for improvements.
 - 2.8 Identify opportunities to increase the utilisation of performance venues, community centres, halls for hire and sporting infrastructure.
 - 2.9 Contribute to the development of Council policies and establish and maintain relevant procedures in relation to performance venues, community centres/halls for hire and sporting infrastructure.
 - 2.10 Actively support the community to increase participation in cultural, social, health and wellbeing activities through performing arts, community programs and sporting programs.
 - 2.11 Cooperate and work as an effective member of a team, promoting good communication and collaboration between staff members, including attending at staff meetings.
 - 2.12 When required, assist the Programming and Operations team with community and HEC events including ushering, ticketing, refreshment bar and cloak room.
- Other duties as required.

3. KEY MANAGERIAL ACCOUNTABILITIES

Leadership

- 3.1 'Lead by example'.
- 3.2 Input to and implement Council/Line Manager decisions at a strategic and operational level.
- 3.3 Create, embrace and lead change. Manage resistance to change.
- 3.4 Treat others with respect and compassion.

People Management

- 3.5 Lead, inspire, motivate, coach and mentor for optimal individual and team performance to achieve the overall strategic direction.
- 3.6 Objectively evaluate staff, provide feedback and communicate expectations.
- 3.7 Plan for the future, set team goals, identify priorities and follow through.
- 3.8 Deal with non-performance and inappropriate behaviour in a timely manner.

Communication

- 3.9 Communicate to all in a clear and concise manner both written and verbal.
- 3.10 Promote cross organisational communication and collaboration.
- 3.11 Foster good working relationships with external and internal stakeholders.
- 3.12 Communicate with staff on a regular basis and gain their input where appropriate.

WHS / Risk Management

- 3.13 Understand the principles of Risk Management, including their application to resource conservation and incident/claim reduction.
- 3.14 Provide a safe and healthy work environment, in accordance with the NSW legislation, regulations and related Codes of Practice and Australian Standards.
- 3.15 In consultation with employees, develop and continually monitor the work area's Risk Control Plan and all associated Safe Work Method Statements and risk assessments.



- 3.16 Monitor and evaluate the performance of Team Leaders / Supervisors against their risk management responsibilities.
- 3.17 Promote Risk Management as a vital business principle and actively employ those principles in decision making processes.

Governance

- 3.18 Manage operations and resources for cost effective achievement of team goals.
- 3.19 Prepare, manage and take accountability for financial budgets within the program.
- 3.20 Identify and implement customer service initiatives.
- 3.21 Effectively manage systems to optimise the use of resources.
- 3.22 Ensure knowledge of industry trends and innovations for best practice delivery of service.
- 3.23 Have awareness and understanding of the socio-cultural, historical, political and economic context within which the Council operates.
- 3.24 Understand and comply with Local Government Act 1993 and other relevant legislation.
- 3.25 Support the strategic and corporate priorities of the General Manager and Executive.
- 3.26 Maintain all relevant policies, procedures, practices and staff communications with relevant Federal and State Legislation and implement as necessary to ensure Council's compliance.
- 3.27 Other duties as required.

4. WORKPLACE HEALTH AND SAFETY

'There is always time to work safely'. We all have a responsibility for Workplace Health and Safety. All employees must observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Workplace Health and Safety.

5. MODEL CODE OF CONDUCT

Council's Model Code of Conduct sets out minimum standards of conduct that is expected of employees and which we must adhere to. Employees must be impartial and fair in dealings with residents, customers, suppliers, general public and with each other in order to retain trust, confidence and support.

6. EQUAL EMPLOYMENT OPPORTUNITY

Georges River Council wants to build a workplace free from discrimination and harassment. It is the responsibility of all employees to ensure that they treat all colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions.

7. COUNCIL'S POLICIES, MANAGEMENT GUIDELINES AND PROCEDURES

Comply with all Council's Management Guidelines, Policies and Procedures

8. CUSTOMERS

- 8.1 Provide effective service to Council customers and the community
- 8.2 Provide effective service to internal customers
- 8.3 Present a positive image of Council



9. LIMITS OF AUTHORITY

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. Responsibilities are to be exercised in accordance with Council's Delegations of Functions.

10. SELECTION CRITERIA

Qualifications, Certificates & Licences

- 10.1 Relevant university or TAFE qualifications Hospitality Management, Sports & Recreation, Leisure Studies or similar discipline or nearing completion of studies.
- 10.2 Current NSW Class C Drivers Licence.

Essential

- 10.3 Demonstrated experience with hands-on leadership of a small team including coaching, mentoring staff and performance management.
- 10.4 Excellent customer focus and customer service skills (verbal and written) including effectively handling of complaints.
- 10.5 Demonstrated experience in programming and/or booking of venues and facilities such as performance venues, community centres, halls, parks, sporting fields, courts, pavilions.
- 10.6 Sound oral and written communication and interpersonal skills, including effective negotiation, consultation and consensus building.
- 10.7 Strong commitment to and proven ability to deliver a quality customer focused service for diverse clients and user groups.
- 10.8 Demonstrated ability to manage competing priorities, work to tight deadlines, work autonomously and respond positively under pressure.
- 10.9 Excellent computer skills in Microsoft Office software, spreadsheets, databases and venue booking software including Event Pro (or similar).

Desirable

- 10.10 Knowledge of computerised Geographical Information Systems.
- 10.11 Demonstrated knowledge of sports and recreation Work Health and Safety and Workcover issues.
- 10.12 Knowledge of public consultation and conflict resolution skills.

