



Position Description

Venues Services Officer

About Council

Georges River Council is a leading, people-focused organisation with approximately 600 staff members. Our people are working to make the Georges River area an accessible, green, diverse and innovative community and economy. We are dedicated to providing vibrant public places, sustaining and developing a thriving creative culture, helping protect our natural environment, and making our suburbs more liveable.

Our organisation is made up of a committed, talented, and diverse workforce. Our vision, mission and values underpin all that we do to successfully achieve our Community Strategic Plan (CSP) and implement our Delivery and Operational Plans.

Mission, Vision and Values

Mission: A leading people-focused organisation delivering outstanding results for our community and city.

Vision: Naturally connected to place, community and Country.

Values:



United

We will work collaboratively as one team with common purpose and respect.



Professional

We will act with integrity and seek opportunities to learn and grow.



Honest

We will be open and truthful with each other and our community.



Accountable

We will own our decisions and actions as we strive for excellence.

To find out more please visit georgesriver.nsw.gov.au/Council/Careers

Child Protection

At Georges River Council we are committed to putting children first and championing child safety within our community. We actively advocate for the rights of children and young people and will uphold our commitment as a child safe organisation.

EEO

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.

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.

Conditions of employment

Conditions of employment are in accordance with Council's Code of Conduct, as specified in the employment contract.

Otherwise, employment at Georges River Council is governed by Council policies, procedures and the Local Government (State) Award 2020.

About the directorate

Community and Culture

The Community and Culture directorate works in partnership with the community to ensure it is social and culturally connected. Our teams provide diverse and vibrant programs, service and facilities that bring together communities, deliver cultural and creative engagement opportunities and support the informational needs of our community.

- Community and Early Learning Services
- Cultural Engagement and Library Services
- City Life

About the position

Title

Venue Services Officer

Position number

400024, 400025, 90009 (casual)

Directorate

Community & Culture

Business unit

City Life

Reports to

Team Leader Entertainment Centre Operations

Direct reports

Nil

Classification/grade

5

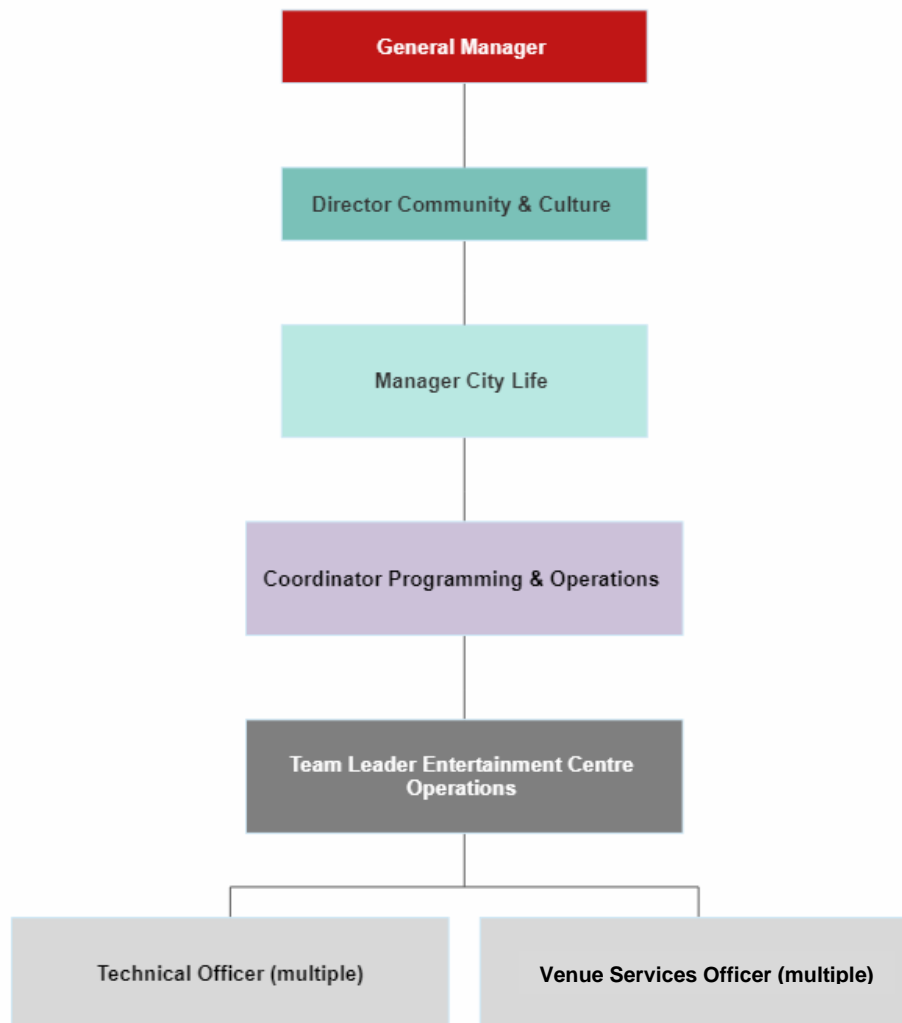
Child protection tier

Tier 3 - "incidental/circumstantial interactions"

Position purpose

The Venue Services Officer carries out venue set-ups, point-of-contact and customer service for Hurstville Entertainment Centre (HEC), Georges River Council Civic Centre and Georges River Council community centres and venues for hire.

Direct reports/Organisational structure



Key accountabilities

- Be the venue point of contact for clients and relevant stakeholders including emergency services.
- Oversee and monitor client events at all times whilst events are in progress.
- Provide excellent customer service at all times.
- Ensure safe use of the venues during events.
- Liaise with relevant staff and contractors for production and maintenance requirements of the venues' equipment.
- Meet clients' requirements for venue layouts, presentations and production services.
- Ensure technical requirements have been established prior to every event.
- Supervise relevant staff that may be present (cleaners, security, F&B staff).
- Ensure the Responsible Service of Alcohol during events.
- Assist in setting up events as required (furniture and AV equipment).
- Assist with ushering, serving in refreshment bar as required for HEC events.
- Provide access to the venues for clients, staff and users and lock and alarm venues after use.
- Other duties as directed by the supervisor or manager.

Performance criteria/expectations/measurements

Performance expectations for this position are as agreed and outlined in the position description and in Council's Performance Excellence Program.

What we're looking for

Knowledge, Skills and Qualifications

- Certificate III in Hospitality or equivalent.
- Current Drivers licence.
- Responsible Service of Alcohol Certification.
- Demonstrated customer service experience and strong communication skills.
- Ability to work flexible hours over a 7 day availability (Monday – Sunday).
- An understanding of technical and production equipment for events.
- Demonstrated experience and knowledge of WHS obligations.
- Computer literacy.

Physical Requirements

- While performing the duties of the job, the employee is regularly required to maintain a prolonged standing / walking posture throughout the day. Sufficient mobility is required to enable the employee to negotiate stairs and ramps and move over surfaces that can be slippery and uneven. The employee must be able to lift and move furniture (e.g. chairs, AV equipment, projector screens).

Other Desirable Attributes

- Manual handling training.
- Cash handling experience.
- Security Licence 1 (A) and 1 (C).
- Accredited Food Handling Certificate.
- First Aid Certificate.