

Community Venues Officer

Reports to	Supervisor Community Venues	Direct Reports	N/A
Classification	Band 2 + 25% Special Engagement Allowance		
Position number	223117		

What will you do?

Service delivery

- Set up and dismantle of room setups at our external halls and venues
- Set up equipment and audio-visual equipment as required
- Promote a positive guest experience pathway when acting as customer liaison with users of community venues
- Detailed cleaning, general maintenance and upkeep of venues and department vehicle
- Restock and maintain cleaning inventory as required
- Report any maintenance required at venues

Systems and processes

- Prioritise safety by identifying improvements and implementing established procedures
- Follow all safe work practices, procedures and instructions at all times
- Communicating and instilling a message required safety procedures to users of venues

People

- Ability to work and contribute in a team environment
- Ability to liaise with the general public with a strong focus on guest experience

Who are you?

- Experience in facilities upkeep preferred, not mandatory
- Professionalism in all dealings with customers
- Detail oriented, demonstrating an appetite to learn and grow
- Ability to work in a very fast paced, quick moving environment
- Strong focus on customer service and guest satisfaction
- Competent computer skills – e.g. MS Office Applications
- Excellent interpersonal, communication and time management skills
- Highly organised, enthusiastic and motivated
- Flexibility to work on a rotating roster, including split shifts, weekends, early mornings and evenings
- Pride in presentation
- Demonstrated responsibility

What do we expect?

- Model and lead our values
- Be dedicated to delivering a consistent, connected and customer focused service
- Be committed to maintaining a safe and healthy workplace
- Act consistently with our Employee Code of Conduct
- Be flexible, responsive and prepared to step up in times of need

Community Venues Officer

What are the Key Responsibilities?

Service delivery	<ul style="list-style-type: none"> • Setup of event spaces including moving and storing tables, chairs and portable staging • Physical ability to moving furniture and equipment involved in setting up venues • Setup of audio visual, including but not limited to; lecterns, microphones, mixing desks, laptops and projectors. Conduct sound checks as required • As directed, conduct meet and greets to hirers, ensuring you remain accessible for the duration of the function, (where required), with a strong emphasis on customer service • All aspects of general cleaning tasks for the event spaces, bathrooms facilities and public areas, including vacuuming, mopping, sanitising of high touch points • Monitor inventory of tableware, furniture, equipment and cleaning • Stakeholder relationship management with venue hirers and user groups • Where required, the flexibility to assist the Manningham Function Centre Team and other related Manningham City Council (MCC) teams • Availability to participate in a rotating overtime weekend roster
Systems and process	<ul style="list-style-type: none"> • Familiarise and follow risk management and safe work practices that comply with relevant OH&S regulations and legislation • Complete forms/documentation relevant to work tasks for example, venue checklists, equipment audits, inventory management • Safely utilise industrial cleaning equipment • Follow and promote the MCC Staff Code of Conduct, Vehicle Usage Policy and other applicable policies • Be responsible and accountable for the holding of master keys across MCC venues • Ability to keep vehicle usage logbooks and registries
People	<ul style="list-style-type: none"> • Ability to work and contribute to a team environment, including the ability to set and prioritise both individual and team-based objectives on a day-to-day basis • A strong customer focus and excellent communication skills • The ability to complete basic objection handling and mitigation whilst providing exceptional guest experience • Ability to liaise with the general public in a positive image that reflects MCC and team expectations • Where required, ability to problem solve and provide a resolution for Community Venues customers • Demonstrated situational adaptability

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What are the key requirements?

Accountability and extent of authority	<ul style="list-style-type: none"> • Ability to work both independently and as a part of a high performing team • At times there will be limited supervision, therefore requiring a significant level of autonomy and independence with regards to time management and priority setting • Authority to make decisions and freedom to act within specific guidelines • Ability to explain standard practices and procedures to other employees and members of the public • Accountable for the quality, quantity and timeliness of work
Judgement and decision making	<ul style="list-style-type: none"> • Ability to make decisions in relation to the application of service delivery • Exercise judgement in the day-to-day provision of customer service, community access to MCC venues and adherence to associated policy and procedures • Responsible for balancing accountability and autonomy and the provision of timely feedback to both management and key stakeholders
Specialist knowledge and skills	<ul style="list-style-type: none"> • Understanding of organisational objectives and how it impacts on the unit • Sound understanding of operational requirements • Understanding of related computer-based systems such as MS Office Applications and internal Manningham systems • Understanding of manual handling processes, cleaning requirements, vehicle usage policy and safe working procedures
Management skills	<ul style="list-style-type: none"> • The ability to set priorities, plan and organise own work, and work independently within set parameters • Demonstrated ability to complete tasks within tight timeframes and the flexibility to respond to changing priorities • Ability to communicate effectively with the public in a friendly, courteous and helpful manner in the resolution of minor matters • Ability to problem-solve
Interpersonal skills	<ul style="list-style-type: none"> • Ability to build relationships with internal and external customers • Strong interpersonal and communication skills • Demonstrated ability to resolve conflict situations and to solve problems through discussion and teamwork
Qualifications and experience	<ul style="list-style-type: none"> • Demonstrated experience in a similar position preferred, not mandatory • Current Drivers Licence valid in Victoria with access to own vehicle • Current Victorian Working with Children's Check (WCC)