



Position Description

Role: Venue Coordinator
Department/Section: Corporate Services / Customer Service
Reports to: Manager Customer Service
Responsible for: Casual staff

WORKING AT MOSMAN COUNCIL

Members of the Mosman Council staff team are expected to be:

- Ethical
- Excellent communicators
- Committed to customer service
- Technically and professionally competent, with a pride in keeping their knowledge current
- Focussed on solutions
- Team players

MAIN PURPOSE

This position is responsible for the management and ongoing operation of the bookings and venue hire for Councils recreation facilities and reserves. It plays a major part in the workflow of the Venue Hire and Customer Service business units ensuring good public relations and efficient output within a team environment.

This position requires a high level of interpersonal and communication skills which will enable the person to listen to and to communicate with both external and internal customers using a courteous, helpful and 'can do' manner. Tasks would be undertaken within a set of protocols and procedures. It involves a great deal of time working autonomously, especially in the area of taking bookings for Council facilities. There will be some setting up of equipment and facilities to cater for bookings. There is scope for innovation and creativity in developing and improving procedures and systems.

The position requires good numeracy and literacy skills, the ability to plan, prioritise and coordinate the diverse work. It also requires good word processing, computer and administrative skills. There is direct staff supervision responsibilities for casuals.

KEY RESPONSIBILITIES

- To coordinate the operation and management of the Drill Hall Common sporting facilities, that is:
 - Marie Bashir Mosman Sports Centre
 - Drill Hall
 - Netball courtsincluding the management of the day to day operation of the facilities to ensure the facilities are open and operational for booked usage, and the management and rostering of support staff.
- Provide a high level of customer service and take responsibility for each customer enquiry received and follow through to an appropriate point of resolution.
- Set up the facilities and assist users for sports, activities or meetings in an efficient and timely manner, assist in changing of netball/basketball hoops and sporting equipment as required, assist during activities as required, clear and tidy the facility afterwards and secure the building.
- Ensure that the facilities are well maintained by identifying and reporting (and if necessary follow up action) to relevant Council staff (Property Supervisor) any:
 - building maintenance issues, vandalism and graffiti
 - problems with cleaning and other contractors
 - other matters that may affect the professional presentation of the facilities
- To be the principal booking enquiry officer for Council including:
 - Drill Hall Common sporting facilities.
 - Reserve bookings including weddings, private functions, ceremonies, corporate functions, school events, amusement devices, marquee permits and fireworks.
 - Oval bookings - coordinate and book Council's ovals and related facilities and be liaison person between sporting groups and schools, Open Space Team and Ovals and Parks maintenance contractors. Attend Sporting Group Liaison meetings.
 - Commercial filming/photographic applications.
 - Booking of Council's meeting rooms (Balmoral Oval Amenities Pavilion Meeting Room, Balmoral Baths Club Room and Mosman Square Meeting Rooms).
 - Street Stalls/Street Parties.
 - Applications from charities to conduct fundraising activities.
 - Minor Special Events Management.
 - Liaison with Community Development staff with regard to major special events management.
 - Receive and process annual licences for personal trainers and service and attend Personal Trainer Peer Review Working Group meetings as required.
- Key user of Councils booking software program and ability to operate various software systems for administrative tasks
- Responsibility for the Financial reporting for bookings and venue hire

- Provide a report on all bookings of Council's Reserves and venues to relevant staff internally and externally
- Promptly and accurately register incoming correspondence and information that requires an action or represents official business into Council's electronic Corporate Information Management System in accordance with approved protocols and standards
- Ensure all work is carried out in accordance with legislative, industrial and Council policy requirements and standards in the area of Equal Employment Opportunity
- Act lawfully, honestly and exercise a reasonable degree of care and diligence in carrying out your functions and comply with our Code of Conduct and Prevention of Fraud and Corrupt Conduct Policy
- Other duties may be allocated by the Manager as required

WORK HEALTH AND SAFETY RESPONSIBILITIES

As an employee of Mosman Council you must:

- Take reasonable care for your own health and safety
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons
- Comply, so far as you are reasonably able, with any reasonable instruction that is given by Mosman Council (to comply with its responsibilities under the WHS Act)
- Cooperate with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers
- Participate in training, emergency response rehearsals and reviews
- Keep the workplace safe, clean and tidy
- Cooperate with safe work method statements, standard operating procedures and controls
- Report all incidents, near misses and injuries
- Report hazards
- Undertake rehabilitation and return to work program requirements, where required
- Wear and maintain provided Personal Protective Equipment (PPE)
- Cooperate with Site Safety Rules
- Actively participate in any other safety activities

SKILLS AND COMPETENCIES

ESSENTIAL

- Demonstrated experience in recreational facilities booking management or office administration
- Knowledge of and experience in undertaking general office administrative duties
- Excellent communication, conflict resolution, negotiation and problem solving skills, with the ability to build and maintain relationships with customers and key stakeholders
- Effective organisational skills with the ability to meet deadlines and work under pressure in a multi-functional environment, with a methodical and accurate work manner
- Assist with Customer Service functions. This includes operating the Contact Centre, handling enquiries, processing transactions and online applications
- Computer proficiency with Windows, Microsoft 365 applications and booking software systems
- Demonstrated commitment to quality customer service and continuous improvement strategies
- A strong team orientation, ability to work flexibly and proven supervision and leadership skills
- Current First Aid Certificate
- A valid NSW Drivers Licence

DESIRABLE

- Previous experience in working in local government
- Appointed as a Justice of the Peace, or willingness to become appointed
- A valid COVID-19 Vaccination Certificate

Conditions of Employment

Mosman Council operates under the *Local Government (State) Award 2023*.

Hours:	140 hours over a 4 week period across a 7 day spread of hours
Status:	Full-time
Experience:	Formal training in recreational facilities management or experience in office administration
Commencing Salary / Range:	Group F Council Salary System plus Superannuation Band 2, Level 3 to Band 3, Level 2
Position Approved By:	Director Corporate Services
Approved Date:	April 2024

Employee only:

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee’s Name (printed).....

Employee’s Signature Date.....