

# Venue Support Officer, Glenroy Community Hub

## Position Description



**Moreland**  
City Council

**Position number:** 1250

**Classification:** Band 5

**EA:** Moreland City Council Enterprise Agreement

**Department:** Community Development

**Branch:** Cultural Development

**Unit:** N/A

**Reports to:** The Coordinator, Glenroy Community Hub

**Supervises:** N/A

**Approved by:** Manager, Early Years and Youth

### Organisational values:



Date Created:

Date Modified:

Date Approved:

Date Printed:

## Position objectives

- This position reports to the Coordinator, Glenroy Community Hub and is responsible for efficient operation of all shared spaces and technical systems and services in the new Glenroy Community Hub at 50 Wheatsheaf Road, Glenroy.
- The position will assist the Coordinator, Glenroy Community Hub to ensure the building is safe, secure and welcoming for all who attend. With a strong focus on customer service the Venue Support Officer will manage bookings, support hirers and oversee events for function rooms in the facility. The flexible hours position is responsible for all aspects of venue hire administration.
- Venue Support Officer oversees day to day operation of the facility's technical systems and delivery of maintenance and support services by Council officers and external contractors including cleaning, security, waste management and building maintenance.

## Key responsibility areas

### Facility Management

- Identify and control risks to the health and security of staff and visitors in and around the building, in line with OHS and Emergency Management plans
- Support tenants, staff and visitors to comply with emergency management and OHS policies and procedures
- Respond to tenants' requests for information and support
- Monitor operation of technical systems, plant and equipment, reporting defects and faults as required
- Coordinate the maintenance requirements in, and immediately around the building, such as; defects, faults, vandalism and graffiti and liaise with Council's Maintenance Units to ensure works are completed
- Liaise with external contractors and Council officers in delivery of cleaning, security, sanitary waste, hazardous waste management and building maintenance services
- Coordinate supply and coding of security access passes to staff, tenants and venue hirers
- Ensure sufficient supply of consumables in the facility

### Customer Experience

- Support the work of Council Help officers and the Hub concierge to ensure all visitors receive a friendly, helpful service in line with best practice Visitor Experience standards
- Update information on the Hub webpage, social media platforms and digital screens
- Undertake routine inspections within and immediately surrounding, the facility to ensure a clean, safe and welcoming environment for staff and visitors
- Monitor and maintain the health of interior plants and gardens

- Monitor and maintain the building forecourt and surrounding landscape areas in a safe and clean condition

## Venue Management

- Manage community access to function rooms and shared spaces in line with Council policies and procedures including:
  - responding to customer enquiries
  - maintaining calendar of function room bookings
  - conducting site inspections
  - issuing and monitoring hiring agreements
  - preparing and filing correspondence
  - processing accounts
- Undertake risk assessments for venue hires and provide supervision for events accordingly
- Liaise with Council Facilities Unit in relation to rostering of casual events supervisors when required
- Maximise the revenue available from venue hire and track subsidies through fees and discounted use
- Provide reports on access, utilisation and revenue targets as required
- Prepare and update material for website, social media and marketing to promote the venue

## Employee competencies and accountabilities

- Competencies:
  - **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
  - **Ensures Accountability:** Holding self and others accountable to meet commitments.
  - **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
  - **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.
- Accountabilities:
  - Contribute to the effective implementation of the Moreland Continuous Improvement system in the work area and achievement of quality outcomes.
  - Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.
  - Incorporate Council's environmental sustainability objectives and targets into projects and programs.
  - Promote and participate in a culture of environmental sustainability.
  - Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
  - Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

- Other duties:
  - Required to undertake other duties as directed.

## Organisational relationships

Internal Relationships	All Council Departments including but not limited to; Building Maintenance, Facilities, Community Venues, Finance, IT, Communications, Early Years and Youth, Cultural Development
External Relationships	Residents, customers, community groups, Government agencies, Non-government agencies, the business sector, Local Government sector, contractors and suppliers.

## Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 5 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 5, Clause 5)

### 1. Accountability and Extent of Authority:

- Responsible for providing advice and support to the Coordinator, Glenroy Community Hub;
- Reports to the Coordinator, Glenroy Community Hub and will be required to provide regular updates on the status of security, cleaning, and building maintenance and technical systems;
- Responsible for the programming of security credentials;
- Responsible for the day to day delivery of specified facility operations, venue hire and the general planning of facility;

### 2. Judgement and Decision Making:

- Required to make decisions in accordance with Policies and procedures of Moreland City Council relating to Venue Hire and site-specific building management procedures for Glenroy Community Hub.
- Use well-developed problem solving and interpersonal skills based on previous knowledge to solve facility problems and develop solutions;
- Constantly review the most effective procedures and professional techniques required to undertake duties;
- Adhere to all Moreland City Council policy and procedures;
- Guidance is to be sought from the Coordinator, Glenroy Community Hub for major decisions relating to the tasks of this position
- Must be able to apply discretion in security related matters;
- Ability to make decision to ensure effective delivery of outputs while working in accordance with facility and security outcomes and deliverables;

### 3. Specialist Knowledge and Skills:

- Knowledge, understanding and experience in community venue management, including security systems and access passes; events support and bookings administration
- Demonstrated experience in facility management and sound knowledge and understanding of contemporary building management systems

- Proficiency in the application of standardised procedures, practices, Acts, Regulations and Guidelines relevant to facility and venue management
- Experience in developing and maintaining customer and stakeholder relationships
- Developed skills in the use of computer applications (e.g. Microsoft Office suite) with advanced knowledge of IT applications

#### 4. Management skills:

- Ability to plan and organise work, setting priorities, establishing routines and managing competing demands to achieve service standards and targets
- Ability to provide timely advice and reports

#### 5. Interpersonal Skills:

- Excellent oral communications skills and experience in relating to people from diverse backgrounds communities
- Sound written communication skills with demonstrated ability to prepare customer correspondence and reports
- Ability to gain cooperation and assistance from building tenants and other employees
- Ability to discuss and resolve problems – internally and externally

#### 6. Qualifications and Experience:

- Demonstrated experience in building management and operation of community facilities
- A current Victorian Driver's License.
- Working with Children Check

#### 7. Physical Requirements of the position

### TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	( )	( )	( )	( )
-below 10kgs	( )	( )	(x)	( )
Manual handling frequency	( )	( )	(x)	( )
Repetitive manual work	( )	( )	( )	(x)
Repetitive bending/twisting	( )	( )	( )	( )
Working with arms above head	( )	( )	(x)	( )
Lifting above shoulder height	( )	( )	(x)	( )
Using hand tools – vibration/powerful	( )	( )	( )	(x)
Operating precision machinery	( )	( )	( )	(x)
Close inspection work	( )	( )	( )	(x)
Wearing hearing protection	( )	( )	( )	(x)
Wearing eye protection	( )	( )	( )	(x)
Working in dusty conditions	( )	( )	( )	(x)
Working in wet/slippery conditions	( )	( )	( )	(x)

Wearing Gumboots	( )	( )	( )	(x)
Wearing safety shoes/boots (steel cap)	( )	( )	( )	(x)
Working with chemicals/solvents/detergents	( )	( )	(x)	( )
Washing hands with soap (hygiene)	( )	( )	( )	(x)
Working at heights	( )	( )	(x)	( )
Working in confined spaces	( )	( )	( )	(x)
Working in chillers (+4 degrees C)	( )	( )	( )	(x)
Performing clerical duties	(x)	( )	( )	( )
Working on a keyboard	( )	(x)	( )	( )
Driving cars and/or trucks	( )	( )	( )	(x)

Other special features (e.g. nature of chemicals, travelling requirements, etc):

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## Key Selection Criteria

- Demonstrated experience in building management and operation of community facilities
- Knowledge and previous experience in venue management, bookings administration and related technical systems and processes
- Experience in customer services or front of house roles
- Ability to develop and maintain positive stakeholder relationships especially in community settings
- Developed skills in the use of computer applications (e.g. Microsoft Office suite Pathway, NAV,) with advanced knowledge of IT applications.