

Position Description

VENUE OPERATIONS COORDINATOR

POSITION INFORMATION

Directorate	Corporate Services
Reports To	Venue Manager
Position Number	
Grade	Grade 4 in Council's salary system
Location	Narrabri Shire
Award	Local Government (State) Award

POSITION OBJECTIVE

Assist and support the Venue Manager with the operational business requirements of The Crossing Theatre in order to provide the public with facilities and events that are efficient, consistent and of the highest standard.

KEY RESPONSIBILITIES

- Oversee the day-to-day activities of The Crossing Theatre's front of house operations, including the rostering and supervision of theatre staff and catering and function staff.
- Ensure the provision of exceptional customer service to all clientele, including the management of customer enquiries and complaints and escalate where appropriate.
- Provide hands-on supervision and motivation to staff to achieve approved operating plans within identified constraints and best practice.
- Ensure appropriate staffing levels/rostering in order to meet operational business requirements.
- Ensure harmonious relationships exist between The Crossing Theatre staff and its internal and external clients.
- Identify, recommend and implement approved opportunities for cost saving and/or efficiencies in operation.
- Make informed decisions and recommendations and provide concise professional advice to internal and external stakeholders regarding The Crossing Theatre related matters.
- Ensure all areas meet or exceed industry best practice in relation to Workplace Health and Safety.
- Oversee the cleaning and maintenance of the venue.
- Establish a regime of inspection to verify work processes are effective and initiate improvements to prevent the reoccurrence of non-conformances.
- Assist in the development and implementation of objectives, targets, operating systems, policies, procedures and marketing plans as relevant to The Crossing Theatre. Prepare routine correspondence and written reports as required.
- Identify, recommend and implement opportunities for improving the overall operation of The Crossing Theatre.

GENERAL

- Comply with Council's Corporate Values, policies and procedures.
- Adhere to Council's Code of Conduct.

- In accordance with the Workplace Health and Safety Act employees must, while at work take reasonable care for their own health and safety; take reasonable care for the health and safety of others and comply with any reasonable instruction from Council.

NOTE:

- Employees may be required to participate in the on-call roster, weekend work, reasonable overtime and disaster and emergency situations when required.
- Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with the applicable band and level within the Award, in any area of Council.

REPORTING RELATIONSHIPS

Direct Reports:	Various
Indirect Reports:	Various

COMPLIANCE TRAINING AND LICENCE REQUIREMENTS

- NSW Class C Driver Licence.
- NSW Responsible Service of Alcohol (RSA) Certificate.

AUTHORITY & DELEGATIONS

Authority and delegations applicable to this position are laid out in Council policies and delegations register which are updated from time to time. Refer to these controlled documents for specific information.

SELECTION CRITERIA

Essential

- Certificate IV in hospitality or a related field and/or demonstrated experience in the front-of-house supervision in a medium-sized entertainment or hospitality-focused operation.
- Comprehensive understanding of contemporary issues, trends and strategies in the provision of services in the hospitality industry, together with a passion and commitment to excellence.
- Demonstrated ability to provide supervision and direction to employees, including the ability to stimulate a high level of performance and teamwork across a multi-location workforce.
- High-level communication, advocacy and interpersonal skills with demonstrated experience in dealing with complex customer enquiries and complaints.
- Demonstrated ability to influence and negotiate cooperation and resolve conflict.
- Well-developed organisational skills with the capacity to prioritise and manage a diverse range of projects within an environment of fluctuating workloads and changing priorities.
- High-level computer skills, including sound working knowledge of the Microsoft Office Suite and experience with Point of Sale (POS) systems and ticketing software.
- Current Class C Driver Licence.
- Ability to obtain and maintain a current NSW RSA Certificate.

Desirable

- Local Government experience.

DOCUMENT REVIEW DATE: APRIL 2017

VERSION: 2017.1

I hereby agree that this role statement accurately reflects work requirements.

AUTHORISATION

Executive Manager

Human Resources: _____

Date: _____

Line Manager: _____

Date: _____

Director: _____

Date: _____

Employee: _____

Date: _____