

# Position Description

## VENUE SERVICES COORDINATOR

### POSITION INFORMATION

<b>Directorate</b>	Corporate Services
<b>Reports To</b>	Venue Manager
<b>Position Number</b>	
<b>Grade</b>	Grade 3 in Council's salary system
<b>Location</b>	Narrabri Shire
<b>Award</b>	Local Government (State) Award

### POSITION OBJECTIVE

Coordinate and be responsible for the efficient creation and delivery of events and functions at The Crossing Theatre with a focus on superior customer service and attention to detail.

Promote and protect The Crossing Theatre's reputation by ensuring a high level of client satisfaction from every event.

### KEY RESPONSIBILITIES

- Coordinate events and functions from enquiry to confirmation to post-event follow up and provide the Venue Manager with accurate and detailed event and revenue reporting information on a regular basis.
- Make informed decisions and recommendations and provide concise professional advice in response to enquiries and complaints from internal and external customers.
- Liaise with clients to gather and collate event-based information to ensure a detailed and accurate brief of each event is recorded.
- Assist the Venue Manager in quoting, contracting and planning events and/or functions of the highest possible standard to accommodate clients' budget and requirements.
- Confirm all food and beverage requirements with the Head Chef and Venue Operations Coordinator.
- Produce event paperwork for distribution to catering and function staff as required.
- Assist in the follow up of receipt of client deposits and invoicing and payments of events and assess potential and actual revenue of events.
- Assist the Venue Manager to maximise income to the venue and identify new opportunities for growth.
- Utilise and maintain accurate information in Council's event management software and databases.
- Assist the Venue Manager with site inspections and tours for potential and existing clients and meet and greet clients and dignitaries as directed.
- Develop and maintain sound working relationships with the greater community.
- Take a multi-disciplinary approach to the identification of business improvement opportunities across service delivery areas and assist in the development and maintenance of policies, procedures and work instructions.
- Assist community event organisers to gain necessary approvals to ensure compliance with Council's event application processes.
- Attend meetings and industry and corporate events as required.

## **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:	Nil
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 III in Events or education equivalent and/or experience in the event/venue management or hospitality industry.
- Demonstrated leadership capability with the ability to stimulate a high level of performance and foster teamwork across a varied and multi-disciplinary team.
- Well-developed organisational skills with the capacity to prioritise work within an environment of fluctuating workloads and changing priorities.
- Excellent communication skills with a demonstrated ability to maintain positive and effective partnerships with internal and external customers.
- High-level attention to detail and passion and commitment to excellence.
- Intermediate skill in the use of the Microsoft Office Suite together with working knowledge of corporate software systems.
- Ability to obtain and maintain a current NSW RSA Certificate.
- Current Class C Driver Licence.

### **Desirable**

- Local Government experience.
- Local knowledge.

**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: \_\_\_\_\_