

VENUE HIRE OFFICER POSITION DESCRIPTION

Department:	Community Development
Unit:	Arts, Culture & Community Connections
Section:	Arts, Culture & Community Connections
Reports To:	The Position will report to the Norwood Concert Hall Coordinator The Position is also expected to work in collaboration with other staff across the organisation.
Direct Reports:	Nil.
Classification:	South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement General Officer, Level 3
Special Conditions:	Out of hours, work including evenings and weekends as required. Twelve (12) month Fixed-term Contract

PURPOSE

The Venue Hire Officer provides customer service, administration and client management to support venue hire activities, as required, and actively promotes the Council's venue hire opportunities within the community to maximise utilisation.

During the fixed-term contract period (12 months), the Venue Hire Officer will support the development and implementation of venue hire administrative systems and processes to enhance and maximise venue utilisation and streamline the booking process and customer experience.

KEY RESPONSIBILITIES

VENUE HIRE

- Assist with and support the development and implementation of online venue hire administrative systems and processes to enhance and maximise venue utilisation and streamline the booking process and customer experience.
- Identify opportunities to improve processes and systems for efficient booking and management of venues for hire, improving the overall accessibility of facilities.
- Provide advice to stakeholders (internal and external) on the Council facilities for hire, including but not limited to, venue availability, amenities, conditions of use, pricing and activity suitability.
- Maximise the utilisation of the Council's venues for hire by identifying and implementing promotion opportunities within the community.
- Prepare quotes on venue hire fees and services.
- Ensure all booking documentation and invoices are provided and acknowledged, as per the Council venue hire terms and conditions.
- Schedule venue services, such as cleaning and security, as required.
- Report any damage or maintenance needs, as required.
- Resolve post-hire issues, including recouping payments for damage, additional unauthorised access or after-hours callouts and cleaning.
- Maintain up to date venue hire records, data entry and booking calendars.

SERVICE

- Provide excellent service to all internal and external stakeholders.
- Provide hirers with an induction of the respective venue, conditions of use and venue specific information.
- Identify opportunities to improve the venue hire experience.
- Foster positive relationships with hirers, contractors and venue staff.

ADMINISTRATION

- Track all venue booking to ensure all necessary documentation, payments and contractors are finalised within timeframes stipulated.
- Provide reports on Key Performance Indicators.
- Assist with the development of print and digital marketing and promotional content.

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SELECTION CRITERIA

ESSENTIAL CRITERIA

- Experience identifying and implementing process improvements for administrative and operating procedures.
- Excellent customer service skills.
- Experience providing high-level customer service working in a fast-paced environment.
- Strong written and verbal communication skills.
- Ability to develop and maintain effective stakeholder relationships.
- Proficient with Microsoft Office and using digital systems.
- The ability to efficiently organise and prioritise venue administration tasks and set objectives within available resources.

DESIRABLE CRITERIA

- Experience in local government community facilities administration.
- Experience in financial administration and venue for hire operations.
- Previous experience in event planning at a community or professional level.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Department of Human Services (DHS) Working With Children Clearance.
- Current drivers licence.
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Complete training & attainment of skills applicable to the Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Adhere to Council policies, procedures, guidelines and standards.
- Complete other duties as required.
- Out-of-hours work as required.

WORK HEALTH & SAFETY (WHS) RESPONSIBILITIES

- All Workers
- Prioritise safety in the workplace.
 - Take reasonable care of your own health and safety, as well as others', in line with Section 28 of the Work Health & Safety Act 2012.
 - Comply with legislation, policies, procedures and participate in WHS training.
 - Proactively identify and report hazards, incidents, injuries and property damage, using appropriate reporting systems.
 - Use tools and equipment correctly to protect the health and safety of yourself and others.
 - Ensure you are medically and physically fit to undertake the requirements of your position.
 - Follow reasonable safety instructions.
 - Not attend work while under the influence of alcohol, drugs or any substance that may impair your ability to work safely.

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WHO WE ARE



AGREEMENT

By accepting this position, you acknowledge and agree to the following:

- I have read and understood the requirements and expectations of this position description and I confirm that I have the ability to fulfil the inherent position requirements;
- I accept that this position description is descriptive of the type of duties that I will undertake during my employment and is not intended to be all-inclusive;
- I accept that the organisation may require me to carry out any duties that are within the level of skills and competence expected of my classification level;
- I understand that the City of Norwood Payneham & St Peters may amend the position responsibilities to meet business and operational requirements as positions develop over time; and
- I accept my role in fulfilling the Council's Values and Strategic Goals.

APPROVED BY:

READ & AGREED TO BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER
Date _____

Insert Name of Incumbent.
VENUE HIRE OFFICER
Date _____