



POSITION DESCRIPTION

Community Venues Coordinator

COMMUNITY VENUES COORDINATOR

POSITION TITLE:	Community Venues Coordinator
POSITION NUMBER:	5005
AWARD:	Queensland Local Government Industry (Stream A) Award – State 2017
AWARD CLASSIFICATION:	Stream A LGO 4-5
REPORTS TO:	Manager of Community and Cultural Services
DEPARTMENT:	Community and Cultural Services
LAST REVIEWED:	August 2023

ABOUT US

Our communities are famous throughout Australia for being the friendliest in North West Queensland. Our towns are well serviced, our natural resources are used wisely, our local economy is diverse and strong, and the local government administration works collaboratively with us to achieve our aspirations.

Our Commitment

We inspire people to
create a better future.

Our Vision

Whether you live here or visit, you will
see how much we value our natural
beauty, how connected our communities
are, and how balanced growth makes
this the best place in the world.

We Value



Honesty



Integrity



Accountability

OBJECTIVE OF THIS ROLE

The Community Venues Coordinator will be responsible for the effective coordination of Council's community venues and facilities, supporting internal and external stakeholders across events, activities, and a variety of programs.

This role will play a key role in supporting local organisations, community groups, families and residents as they connect with the community venues and facilities across Cloncurry Shire. The Community Venues Coordinator is the first point of contact for all matters relating to Council venue and facility hire. The role is responsible for providing effective coordination and facilitation of hire bookings and activities for Council venues and facilities, ensuring a positive experience for all venue hirers.

The Community Venues Coordinator will utilise experience, capabilities and skills in the venues space to drive a customer focused culture as you connect and liaise with existing venue stakeholders and potential new users.

REPORTING LINES

The Community Venues Coordinator reports to the Manager of Community and Cultural Services.



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Community Venues Coordinator

This position works closely with internal and external stakeholders.

KEY RESPONSIBILITIES IN THIS ROLE

This outlines the key duties and responsibilities of the position, but is not all encompassing:

Customer Service:

- Strong customer focus and excellent communication skills.
- Provide superior frontline customer service to venue customers, addressing inquiries, concerns, and resolving issues promptly and professionally.
- Act as a point of contact for all venue booking and enquiries and the key council liaison for events held in Council venues.
- Assist event organisers in the delivery of safe and successful meetings and events.
- Conduct meet and greets to hirers, ensuring you remain accessible for the duration of the function, (where required) to assist.
- Flexibility to meet requirements outside of normal business hours.
- Investigate, deal with and resolve, wherever possible, customer service requests and complaints

Booking Management

- Ensure the effective management of Council's facilities booking system "Bookable".
- Ensure that the client requirements are met by undertaking agreed venue set up and pack down activities.
- Quickly and effectively address any issues that may arise during events, such as technical difficulties, client requests, or unexpected challenges. Find creative solutions to ensure the event's success.
- Proactively seek feedback from hirers regarding their level of satisfaction with their hiring experience in order to inform continuous improvement of the service.
- Monitor and report utilisation rates of all Council's bookable venues, facilities, resources.
- Contribute to the development of systems, policies, and procedures for casual hiring of facilities.

Venue Management

- Develop and implement standard operating procedures (SOPs) for Council Venues ensuring that all activities run efficiently and according to established protocols and
- Ensure function spaces are maintained, cleaned and stock levels are managed to standard.
- Maintain an organised and welcoming physical environment for all visitors.
- Monitor inventory of tableware, furniture, equipment and hireable resources, including conducting an annual stocktake.
- Maintain the venue's appearance and functionality to create a welcoming and professional atmosphere.
- Conduct routine inspections and audits of facilities seasonally to assist in the preparation of budget and asset management planning.
- Ensure compliance and safety across all events, activities, and programs for both internal and external stakeholders.
- Ensuring security, open and close, and key return procedures are adhered to by hirers.
- Ensure quality marketing of venues through the development and distribution of promotional material via different mediums.

Financial Management

- Raise purchase orders and invoices for approval.
- Contribute to the identification and investigation of potential grants and funding opportunities.



POSITION DESCRIPTION

Community Venues Coordinator

- Provide input into venue budget and monitor venue budgets with a focus on controlling costs and meeting and exceeding revenue targets.

Stakeholder Management

- Respond to general enquiries and support user groups to build community capacity.
- Manage Stakeholder relationship with venue hirers and user groups through the established Venue user group meetings.
- Act as meeting secretariat for all user group meetings.
- Provides support to Community and Cultural Services Team to deliver events and activities.

**Note: At times working outside standard business hours will be required.*

KEY SELECTION CRITERIA

- Ability to communicate with stakeholders across different levels of responsibility and build an excellent working relationship within a team.
- Demonstrated knowledge of venue/facility management, customer service requirements and community expectations.
- Demonstrated knowledge of Workplace Health & Safety practises.
- Excellent interpersonal skills, communication and time management skills to meet targets and business priorities in a challenging environment.
- Prior experience and demonstrated ability to deliver excellent outcome in venue management, corporate events, or similar environments.
- Physically able to meet the manual handling requirements of the role, including but not limited lifting, pulling and pushing to moving furniture and equipment.

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

Mandatory:

- Police Clearance
- Positive Working with Children Check (Blue Card) or the ability to acquire upon commencement.
- Hold and maintain an unrestricted P2 or above driver's license.

Desirable:

- Tertiary qualifications in event management, marketing, business management, community services, sports management or a related qualification or relevant event industry related studies.
- Previous local government experience
- Proven experience within venues or similar related industries

WORKPLACE HEALTH & SAFETY OBLIGATIONS

All Cloncurry Shire Council Officers have an obligation to uphold workplace health and safety due diligence when working for the Council, Under Section 27 of the *Work Health and Safety Act 2011*("Act")

To ensure that the person conducting the business or undertaking:

1. to acquire and keep up-to-date knowledge of work health and safety matters.
2. to gain an understanding of the nature of the operations and generally of the hazards and risks associated with those operations.
3. has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business or undertaking.



POSITION DESCRIPTION

Community Venues Coordinator

4. has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information.
5. has, and implements, processes for complying with any duty or obligation of the person conducting the business or undertaking under this Act.

All employees of the Cloncurry Shire Council will be required to uphold the obligations mentioned above.

Please sign below if you have read, understood, and accepted the responsibilities of this position as outlined in this position description.

Name

Signature

Date