



Position Description – Woodville Town Hall - Operations

Division	City Futures
Portfolio	City Planning & Sustainability
Business Unit	Economic Development
Level	5
Reports To	Coordinator Economic Development
Prescribed Position	No

Position Objective

Coordinate the delivery, review and continual improvement of Woodville Town Hall venue operations, administration and event booking management systems.

Develop and maintain strong and productive relationships with venue users, provide support and guidance on venue administration, coordination and hire requirements, as well as technical and other operational aspects to support hirers to deliver high quality events.

Key Responsibilities

- Coordinate the daily operations of the Woodville Town Hall, including, but not limited to, training, managing and scheduling contracted venue and production staff, coordinate booking schedules and agreements, equipment hire, venue maintenance and repairs.
- Lead the efficient management of venue hire administration from the initial hire enquiry, site visit, venue booking, event bump in and bump out to post event requirements.
- To work closely with and assist the Woodville Town Hall – Business Coordinator to deliver on the annual programming plan to contribute to KPI's of the Business Plan, increase awareness, promotion and utilisation of the venue.
- Ensure a high level of customer service to all venue users (staff, artists, audiences, event hirers, local community) to enhance the venue's reputation, to attract high quality events and improve patronage.
- Establish and maintain close liaison and effective working relationships with people at all levels, providing advice, support and assistance on the running and hiring of the Woodville Town Hall.

- Develop and investigate improvements to the venue booking systems, procedures, workflows, processes and operations to ensure continual improvement of venue operations in line with industry best practice and compliance with relevant regulatory bodies.
- Manage all financial and governance processes related to venue operations and bookings.
- Ensure health and safety requirements, upkeep and maintenance of the venue is of a high standard.
- Identify and provide input to ongoing business improvement and efficiencies.
- Assist with the research and preparation of correspondence, reports, presentations, databases and other materials as required.
- Follow defined information management practices, policies and procedures for all records created and received.
- Positively contribute to our culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.
- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- High level communication skills, both written and verbal.
- Highly effective interpersonal skills.
- High level administrative skills, with the ability to plan and organise work.
- Well-developed time management, problem solving and decision-making skills.
- Attention to detail and accuracy.
- Effective project management skills.
- Highly effective sales skills and ability to meet quality targets for work allocated.
- Ability to effectively liaise with people at all levels.
- Ability to act as a team member of an inter-disciplinary team and work under limited direction.
- Well-developed investigative, analytical and research skills and the ability to utilise initiative and judgement to identify innovative solutions.

- Exceptional commitment to customer service
- High level computing skills including knowledge of the Windows Explorer and Internet Explorer environments
- Thorough working knowledge of the Microsoft Office suite of desktop applications.
- Use of corporate technology including systems in electronic document management, land and property management, land and property management, finance, customer requests, asset management and intranet.
- Demonstrated understanding and enthusiasm for the direction of the City and the organisation.
- Demonstrated behaviour consistent with our organisational values.

Knowledge

- Experience and knowledge with Eventpro or similar venue management program is highly regarded.
- Knowledge of administrative practices and office procedures.
- Knowledge of relevant legal requirements relating work health and safety.
- Working knowledge of Technology One, Content Manager, Microsoft Office Suite and Intelledox is highly regarded
- Comprehensive knowledge of administrative and business improvement principles and practices

Experience

- Experience in hospitality sales / management.
- Experience in Contractor management.
- Demonstrated experience in using relevant computer software and hardware.

Qualifications & Requirements

A tertiary qualification in a related field and/or commensurate demonstrated experience in lieu of formal qualifications.

Essential

Current drivers licence

Essential

Other

Out of hours work as required

Essential