

POSITION DESCRIPTION

VENUE SUPPORT OFFICER

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community <i>A City where people have the opportunity to connect and flourish</i>	Prosperous Economy <i>A City with a thriving economy that enriches its local community</i>	Clean And Green City <i>A City that values its natural environment</i>	Places For People <i>An accessible City where people love to be</i>
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Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
 Our systems, processes and tools are contemporary and reflect leading practice.
 Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference We serve our community well	Grow & Improve We improve our work everyday	Better Together We collaborate & create to deliver meaningful outcomes
<ul style="list-style-type: none"> • Deliver public good • Improve the quality of people’s lives • Community focussed • Deliver Council’s City Plan 	<ul style="list-style-type: none"> • Innovate • Continuously improve • Problem solve • Adapt & change • Engage the community • Shape the future 	<ul style="list-style-type: none"> • Trust, honesty, integrity • Care & support each other • Work as a team • We celebrate success • We are accountable • Open communication

POSITION DESCRIPTION



The position is:

Position Title	Venue Support Officer		
Department & Section	Community Development, Yitpi Yartapuultiku		
Team	Yitpi Yartapuultiku Operations		
Reporting to	Operations Lead		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 2		
Position Number	(New)	Prescribed Position:	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>

How does this position contribute to our community?

This position supports the day-to-day operations of Yitpi Yartapuultiku, by helping keep the centre welcoming, culturally respectful, safe and well presented for community members, Elders, visitors and program participants.

What does the position do?

- Provide friendly customer service to visitors.
- Answer enquiries in person, by phone and online.
- Assist with venue bookings, program support, and general administrative tasks as required.
- Support the set-up and pack-down of spaces for cultural programs, community activities, meetings, workshops and events.
- Ensure facilities are presented in a clean, safe and welcoming manner, including basic venue checks before and after activities.
- Assist staff in delivering programs and events at Yitpi Yartapuultiku and, where required, other Council venues.
- Assist venue users, to promote respectful use of the space.
- Monitor venue activity and escalate issues to senior staff as required.
- Support smooth venue operations during periods of peak activity or when senior staff are not present.
- Identify and report hazards, incidents and maintenance issues in line with WHS procedures.
- Participate in training, team meetings and continuous improvement initiatives.
- Be available to work on a flexible roster, including evenings and weekends.
- Other reasonable duties as required.

What outcomes does the position deliver?

- A welcoming and culturally safe environment for community members and visitors.
- Consistent and reliable venue operations that support cultural programs and community engagement.
- Positive customer experiences aligned with PAE customer service principles.
- Strong support for staff, facilitators and community groups using Yitpi Yartapuultiku.
- Increased participation in cultural, community and learning activities delivered at the Centre.

The behaviours we expect the position to contribute to our workplace are:

- Clear and respectful communication when engaging with visitors, community members and colleagues
- Culturally sensitive interactions that support inclusion, build trust and contribute to a culturally safe environment.

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- Demonstrated alignment with PAE Values and the Code of Conduct through reliable attendance, a positive attitude and pride in work.
- Ability to follow procedures, use initiative within role scope, and remain calm and professional when responding to customer enquiries or issues in busy environments.
- Well-organised and flexible in supporting daily venue operations, including adapting to changing priorities and working evenings or weekends as required.
- Willingness to learn, accept feedback and work respectfully with others to support positive experiences for community, visitors and staff.

Qualifications for the position

- Relevant experience or training in customer service, community services, cultural services or venue operations (desirable).
- A current First Aid certificate or willingness to obtain (essential).

Other Requirements

The role involves prolonged periods of standing and walking, occasional lifting, bending, and other physical tasks associated with café, retail and venue operations.

Experience

- Experience working respectfully with First Nations communities.

Knowledge

- Understanding of safe, inclusive and culturally respectful workplace practices.
- General knowledge of venue or facility operations.
- Knowledge of and ability to work respectfully within a First Nations cultural environment, demonstrating cultural safety adherence to cultural protocols.

Information Management/Cyber Security

- Maintain a working understanding of and follow Council's cyber security and IT policies and controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Our Safety and Return to Work Commitments

All Employees

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.