



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 5
REPORTS TO:	Manager of Community and Cultural Services
DEPARTMENT:	Community and Cultural Services
LAST REVIEWED:	October 2026

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 is responsible for the effective coordination, operation and utilisation of Council's designated community venues and facilities, supporting internal and external stakeholders across events, activities and community programs.

The role plays an important part in connecting local organisations, community groups, families, residents and businesses with Council's venues and facilities. As the primary point of contact for venue and facility hire, the coordinator delivers responsive, professional and customer-focused services, ensuring a positive experience for all venue users while proactively building relationships with existing and potential new hirers. The coordinator demonstrates and promotes a responsive, proactive, customer-focused approach through their own service delivery and stakeholder relationships.

Working under the general direction of the Manager Community and Cultural Services, the Coordinator exercises initiative, sound judgement and accountability in managing venue bookings, operational readiness, maintenance coordination and follow-up, cleaning requirements and accurate asset and equipment inventories.

The position works collaboratively with Council departments and community stakeholders to identify and resolve operational issues, improve service delivery and ensure Council's venues are welcoming, safe, well-presented and appropriately maintained for community use.



POSITION DESCRIPTION

Community Venues Coordinator

REPORTING LINES

The Community Venues Coordinator reports to the Manager of Community and Cultural Services. This position works closely with internal and external stakeholders.

KEY RESPONSIBILITIES IN THIS ROLE

The following outlines the key duties and responsibilities of the position. Additional duties may be required from time to time, consistent with the role's classification, skills and responsibilities. The Community Venues Coordinator is expected to exercise initiative, sound judgement and accountability in delivering responsive community services and effective venue operations.

Customer Service and Community Engagement:

- Act as the primary point of contact for Council venue and facility hire enquiries, providing responsive, professional and customer-focused service.
- Build and maintain positive working relationships with community organisations, local businesses, families, residents, regular hirers and prospective venue users.
- Respond to enquiries, customer requests, concerns and complaints promptly, ensuring matters are appropriately addressed, followed up and resolved or escalated.
- Proactively engage with existing and potential venue users to encourage community participation and appropriate utilisation of Council facilities.
- Seek feedback from hirers regarding their booking and venue experience, identifying opportunities to improve customer satisfaction and service delivery.
- Demonstrate and promote a proactive, solutions-focused approach to customer service, ensuring clear communication and timely follow-through on commitments.

Venue Booking and Hire Management:

- Coordinate and administer venue bookings through Council's approved booking management system, currently Bookable, ensuring accurate records and efficient processes.
- Manage venue hire arrangements from initial enquiry through to booking confirmation, pre-event coordination, venue handover and post-event follow-up.
- Liaise with hirers to confirm booking requirements, equipment availability, venue configurations, access arrangements, applicable fees and conditions of hire.
- Coordinate agreed venue setup, pack-down and operational requirements with hirers, relevant Council staff and service providers.
- Undertake or coordinate pre- and post-event venue inspections, documenting venue condition, damage, cleaning requirements, missing equipment and other issues requiring follow-up.
- Ensure venue access, security, opening and closing arrangements, and key collection and return processes are communicated and followed.
- Manage competing booking requests and resolve routine operational issues within Council policies, procedures and delegated authority.
- Ensure required hire documentation is obtained and recorded, with matters requiring specialist assessment or approval referred to the appropriate Council officer.
- Coordinate approved on-site assistance, venue handovers and after-hours support where operationally required.

Venue Operations, Maintenance and Cleaning:

- Coordinate the day-to-day operational readiness, cleanliness, presentation and functionality of Council's designated community venues and facilities.
- Undertake regular venue inspections to identify maintenance requirements, safety hazards, equipment faults, cleaning deficiencies, damage and general presentation concerns.



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- Promptly record and report identified maintenance issues through Council's approved maintenance or customer request systems.
- Liaise proactively with the Facilities and Maintenance teams, including the Manager of Infrastructure and Project Manager where appropriate, to identify and coordinate venue maintenance requirements, monitor progress and follow up outstanding works.
- Maintain accurate records of reported maintenance issues, actions taken, outstanding requests and resolution status.
- Prioritise follow-up of maintenance issues that may impact upcoming bookings, venue accessibility, customer safety or service delivery, escalating significant concerns promptly.
- Coordinate pre- and post-event cleaning requirements and follow up with relevant staff, contractors or hirers where cleaning standards have not been met.
- Verify the status of completed maintenance and cleaning requests, including confirming venue readiness where appropriate, and communicate unresolved issues to the Manager.
- Identify recurring maintenance or operational concerns and recommend preventative maintenance, equipment replacement or improvements to venue operations.

Asset and Equipment Management:

- Establish and maintain accurate, up-to-date inventories of Council-owned furniture, fixtures, fittings, equipment and hireable resources within designated community venues.
- Maintain detailed venue-specific inventory records covering kitchen and bar equipment, appliances, crockery, cutlery, glassware, furniture, audio-visual equipment and other applicable resources.
- Ensure inventory records identify equipment quantities, locations, condition and availability.
- Undertake regular equipment checks and an annual comprehensive stocktake, identifying and recording missing, damaged, faulty or unserviceable items.
- Coordinate the issue, use, return and inspection of hireable equipment to support accurate asset accountability.
- Monitor equipment and consumable stock levels and arrange approved replenishment, repairs or replacement as required.
- Report asset deficiencies and contribute to equipment replacement priorities, asset planning and budget recommendations.
- Work with relevant Council officers to ensure appropriate reconciliation between venue inventory records and corporate asset records.

Financial and Administrative Management

- Administer venue hire fees, bonds, additional charges, cancellations and associated documentation in accordance with Council's adopted Fees and Charges and relevant policies.
- Prepare purchase orders, invoices and financial documentation for approval in accordance with Council procedures and delegations.
- Maintain accurate financial and administrative records relating to venue bookings, expenditure, equipment hire and recoverable costs.
- Follow up outstanding booking payments, additional cleaning charges, damage claims and other recoverable costs in collaboration with Finance and relevant Council officers.
- Provide input into venue operational budgets, equipment replacement planning and opportunities to improve cost efficiency.
- Monitor venue utilisation, booking trends and associated revenue, providing information and recommendations to support appropriate community access and responsible use of Council resources.



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Stakeholder Management and Internal Collaboration:

- Maintain positive working relationships with venue user groups, community organisations, event organisers and other stakeholders.
- Coordinate venue user group meetings where required, including agendas, meeting records and follow-up of agreed actions.
- Work collaboratively with Facilities and Maintenance teams to support timely attention to repairs, servicing, cleaning and operational requirements.
- Liaise with Council's Events, Communications, Finance, Customer Service and other relevant departments to coordinate venue requirements and improve service delivery.
- Work with the Communications team to ensure venue hire information and promotional materials are accurate, current and accessible to the community.
- Provide operational coordination and assistance to Council events, activities and community programs within the responsibilities and resources of the position.
- Keep the Manager Community and Cultural Services informed of significant customer concerns, maintenance matters, operational risks and issues requiring management decisions.

Operational Planning, Systems and Continuous Improvement:

- Independently plan, prioritise and coordinate venue activities to meet operational requirements, booking commitments and agreed customer service standards.
- Develop, review and maintain standard operating procedures for venue hire, inspections, equipment management, cleaning coordination, security and customer service.
- Identify opportunities to improve booking systems, administrative processes, venue utilisation, customer experiences and operational efficiency.
- Maintain accurate records of customer feedback, maintenance follow-up, equipment issues and other matters requiring action.
- Monitor venue performance and prepare regular operational updates for the Manager Community and Cultural Services, including booking activity, utilisation, customer feedback, maintenance issues and asset requirements.
- Identify emerging operational risks, service gaps and resource constraints, recommending practical improvements or escalating matters where appropriate.
- Demonstrate initiative, accountability and commitment to completing assigned responsibilities and following through on agreed actions.
- Exercise initiative, sound judgement and accountability in independently prioritising work, resolving routine operational matters and coordinating venue services within Council policies, procedures and delegated authority.
- Take responsibility for monitoring and following through on operational actions, escalating significant or unresolved issues to the Manager Community and Cultural Services and relevant Council departments as appropriate.

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



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KEY SELECTION CRITERIA

Venue Coordination and Operational Experience

- Demonstrated experience in venue coordination, facility operations, events, community services or a comparable customer-focused environment, including the ability to manage multiple operational requirements and competing priorities.

Customer Service and Community Engagement

- Demonstrated ability to deliver responsive customer service, establish positive stakeholder relationships, manage customer concerns and communicate effectively with diverse community groups, organisations and individuals.

Initiative, Accountability and Problem-Solving

- Proven ability to work independently under general direction, exercise sound judgement, identify and resolve operational problems, establish priorities and follow through on actions to achieve agreed outcomes.

Venue Maintenance and Operational Coordination

- Demonstrated ability to identify maintenance, cleaning and facility presentation requirements, coordinate responses with relevant teams, monitor outstanding matters and maintain accurate operational records.

Asset and Inventory Management

- Experience maintaining equipment inventories, asset records, inspection documentation or comparable operational systems, with demonstrated attention to detail, accuracy and accountability.

Administration, Systems and Financial Awareness

- Strong organisational, administrative and digital literacy skills, including experience using electronic systems, maintaining accurate records, preparing reports and applying established financial procedures.

Collaboration and Continuous Improvement

- Demonstrated ability to work collaboratively with internal and external stakeholders, contribute to improved systems and procedures and deliver practical improvements to customer service and operational efficiency.

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



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WORKPLACE HEALTH & SAFETY OBLIGATIONS

All employees are required to comply with the Work Health and Safety Act 2011, Council policies, procedures and reasonable safety instructions.

In accordance with section 28 of the Act, employees must take reasonable care for their own health and safety and that of others, comply with reasonable safety instructions and cooperate with Council's workplace health and safety procedures.

The Community Venues Coordinator is responsible for identifying and reporting venue-related hazards, incidents and safety concerns, following approved procedures and promptly escalating matters to appropriately authorised officers.

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