



City of
Kalgoorlie
Boulder

Position Description

Position Title: **Venue and Events Officer**

Position Details

Position Number	2823
Position Classification	Level 4/1 - 4/7
Status	Permanent - Part Time
Directorate	Advocacy & Strategy
Business Unit	Facilities
Work Location	Goldfields Arts Centre
Reports To	Coordinator Goldfields Art Centre
Supervisory Responsibility	Casual

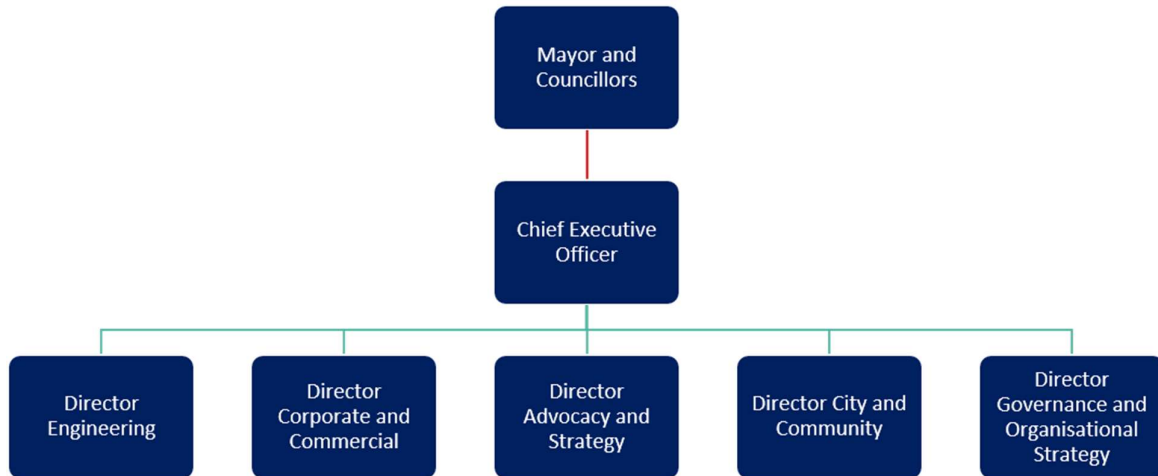
Organisational Overview

The City of Kalgoorlie-Boulder is a thriving regional city covering an area of 95,000 km² and home to over 30,000 people.

The City owns and manages contemporary community facilities, hosts a range of first-class events, and provides significant community investment in grants and sponsorships.

The City employs 400 plus staff members who operate out of eight City facilities. The Council employs the CEO, who is supported by the Executive Leadership Team, whose structure is set out below.

Organisational Structure



Vision, Mission and Corporate Values

VISION

Connected by its many communities, abundant in economic and lifestyle opportunities.

By 2050, Kalgoorlie-Boulder is a thriving, sustainable, and globally connected regional city — shaped by our Goldfields legacy and a rich Aboriginal heritage.

Kalgoorlie-Boulder is more than a place to live — it's a place of opportunity and innovation, where diverse industries, quality infrastructure, and lifelong learning contribute to a city where families and businesses grow and prosper, communities connect, and visitors feel welcome.

MISSION

'Working together for the place and people we call home.'

ACTRITE

Our Values for Performance and Accountability

Guiding our culture of performance, integrity, and impact

- A Accountability** We take ownership of our actions and outcomes, delivering on our commitments.
- C Collaboration** We work together with shared purpose to achieve common goals.
- T Teamwork** We support one another, celebrate success and grow stronger together.
- R Respect** We treat others with dignity, value diverse perspectives and build inclusive relationships.
- I Integrity** We act with honesty, fairness, and ethical responsibility in all we do.
- T Transparency** We communicate openly, share information freely and foster trust.
- E Excellence** We pursue high standards, continuous improvement and impactful results.

Together, we ACTRITE.

Position Objectives

To oversee front-of-house operations and customer experience at the Goldfields Arts Centre, supporting the successful delivery of events, programs and venue activities while strengthening community engagement and enhancing the Centre's reputation as a leading arts and cultural destination for the Goldfields region.

Key Responsibilities & Duties

Key accountabilities

- Administer day-to-day front-of-house operations, ensuring a professional, safe and welcoming experience for patrons, artists, hirers and visitors.
- Maintain high standards of venue presentation, customer service and patron experience across all public areas of the Centre.
- Oversee event staffing requirements, including Bar Staff, Ushers, Merchandise and Box Office personnel.
- Oversee bar operations, including stocktakes, ordering, inventory management, equipment maintenance and compliance with relevant licensing requirements.
- Ensure compliance with venue policies, procedures, liquor licensing, workplace safety and emergency management protocols.
- Support the delivery of performances, exhibitions, community events, functions and venue hire activities.
- Assist with the planning and delivery of pre-event and post-event audience engagement initiatives.
- Monitor attendance, customer feedback and service delivery outcomes to identify opportunities for continuous improvement.
- Act as the senior on-site representative during operational hours in the absence of the Coordinator.
- Respond to and resolve patron enquiries, complaints and service issues in a professional, timely and customer-focused manner.
- Liaise with performers, production teams, contractors and venue staff to ensure the smooth delivery of events, including coordinating operational requirements and hospitality arrangements where required.
- Contribute to the efficient operation of the venue by supporting team collaboration, operational planning and continuous improvement initiatives.

Administration and Reporting

- Prepare and maintain accurate records, reports and performance data relating to front-of-house operations, audience attendance and engagement outcomes.
- Complete event reports, incident records and other operational documentation in a timely and professional manner.
- Support procurement, inventory management and administrative functions associated with front-of-house operations and audience engagement activities.
- Contribute to team meetings, planning processes and continuous improvement initiatives to enhance venue operations and customer experience.
- Assist with the development and implementation of operational procedures, systems and reporting processes.

- Undertake other duties within the scope of the role as directed by the Coordinator.

Key Performance Indicators

Front of House Service Delivery

- Front-of-house operations delivered effectively for performances, exhibitions, community events, functions and venue hire activities.
- Appropriate staffing levels maintained for all events, including Bar, Usher, Merchandise and Box Office personnel.
- Positive patron, hirer and artist experiences achieved through professional customer service and venue presentation standards.
- Front-of-house operational requirements and hospitality arrangements coordinated effectively to support seamless event delivery.
- Patron enquiries, complaints and service issues resolved or escalated in a timely and professional manner.

Bar Operations

- Bar operations managed efficiently, including stocktakes, ordering, replenishment and equipment maintenance.
- Cash handling, stock control and reconciliation processes completed accurately and in accordance with venue procedures.
- Stock levels maintained to support event requirements while minimising shortages, wastage and discrepancies.
- Compliance with liquor licensing requirements and responsible service obligations maintained at all times.

Compliance, Safety and Security

- Compliance maintained with venue policies, procedures, emergency management protocols and workplace health and safety requirements.
- Pre-event and post-event inspections completed as required, with issues identified and addressed promptly.
- Emergency and incident response procedures implemented effectively when required.
- Venue security, lock-up and alarm procedures completed in accordance with established protocols.
- Contribution to a safe operational environment with no significant compliance breaches attributable to the role.

Audience Engagement and Reporting

- Audience attendance, customer feedback and service delivery outcomes monitored and reported accurately.
- Event, incident and operational reports completed accurately and within required timeframes.
- Administrative, procurement and record-keeping requirements completed in a timely and accurate manner.



- Contribution to audience engagement initiatives and continuous improvement activities that enhance the patron experience.

Teamwork and Leadership

- Effective collaboration demonstrated with performers, production teams, hirers, contractors and venue staff.
- Positive contribution made to team meetings, operational planning and service improvement initiatives.
- Effective leadership provided when acting as the senior on-site representative in the absence of the Coordinator.

Judgement & Decision Making

- Exercise initiative in resolving customer enquiries, service issues and operational matters within established policies, procedures and delegated authority.
- Prioritise competing tasks, staffing requirements and operational demands within a fast-paced events environment.
- Identify and implement opportunities to enhance customer experience, audience engagement and operational efficiency.
- Apply sound judgement when responding to patron concerns, event-related issues, incidents and venue operational matters.
- Assess and escalate operational, safety and customer service issues appropriately to minimise risk and service disruption.
- Make informed decisions during event delivery to support the safe, efficient and successful operation of the venue.

Skills & Knowledge

Essential

- Demonstrated experience in front-of-house operations, customer service, venue operations, event coordination, hospitality, arts administration or a related field.
- Well-developed interpersonal, communication and customer service skills, with the ability to engage effectively with a diverse range of stakeholders.
- Strong organisational, administrative and time management skills, with the ability to manage competing priorities and meet deadlines.
- Demonstrated ability to build and maintain positive working relationships with patrons, performers, hirers, contractors, volunteers and colleagues.
- Experience using ticketing, booking, point-of-sale and customer relationship management systems.
- Sound computer skills, including proficiency in Microsoft Office applications and electronic record-keeping systems.
- Ability to supervise and support casual staff and volunteers in a busy operational environment.
- Demonstrated ability to resolve customer service issues and make sound operational decisions within established procedures.



- Ability to work flexible hours, including evenings, weekends and public holidays, in line with operational requirements and event schedules.
- Current C Class Driver's Licence.
- Current First Aid Certificate.
- Responsible Service of Alcohol (RSA) accreditation.
- Approved Manager certification under the *Liquor Control Act 1988 (WA)*.

Desirable

- Experience working within an arts, cultural, entertainment, museum, gallery, performing arts or community venue.
- Experience coordinating front-of-house operations for performances, events, functions or venue hire activities.
- Knowledge of audience development, community engagement and customer experience practices.
- Food Safety Supervisor Certificate (or equivalent recognised qualification).
- Knowledge of liquor licensing requirements, crowd management principles and venue safety practices.
- Experience with ticketing systems such as TicketSearch, Ticketbooth or similar event management platforms.

Behavioral Responsibilities

- **Accountability** - We take ownership of our actions and outcomes, delivering on our commitments.
- **Collaboration** - We work together with respect and shared purpose to achieve common goals.
- **Teamwork** - We support one another, celebrate collective success and grow stronger together.
- **Respect** - We treat others with dignity, value diverse perspectives and build inclusive relationships.
- **Integrity** - We act with honesty, fairness and ethical responsibility in all we do.
- **Transparency** - We communicate openly, share information freely and foster trust.
- **Excellence** - We pursue high standards, continuous improvement and impactful results.

Corporate responsibilities

- Adhere to all City of Kalgoorlie-Boulder policies and procedures.
- Understand the principles of strong customer service and undertake duties in accordance with the City's Customer Service Charter.
- Ensure that all stakeholders are dealt with in a timely, courteous, and professional manner.
- Takes responsibility for and actively undertakes risk management activities in accordance with the City's Risk Management requirements.
- Promote positive and collaborative culture and values of the organisation through open, fair, and transparent decision-making and ethical, professional behaviour.
- Ensure that you take reasonable care to ensure your own health and safety and that of others.

