Position Description

[Victoria Street Venue and Operations Officer]

Position Details

Position Title	**Victoria Street Venue and Operations Officer**
Position Number	100652
Classification	Band 5
Division	City Sustainability & Strategy
Branch	City Strategy
Unit	Economic Development
Reports To	Economic Development Officer – Band 6
Employment Essentials	• Working with Children Check • National Police Check

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islander peoples, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

At Yarra Every Job is a Climate Job

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community.

Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job meaning that each staff member will play a key role in shaping our climate response.

Organisational Context

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The City Strategy Branch is responsible for supporting more than 18,000 businesses operating in Yarra, making us home to one of the largest economies in metropolitan Melbourne. Our vision is for Yarra to be recognised as a smart and sustainable city, with vibrant and thriving precincts and an engaged local business

community. In addition, the Economic Development team, in partnership with the Victorian Government, have activated a vacant former bank in Victoria Street for a community project known as the Learning Bank.

The Learning Bank is a community space located in Victoria Street, Richmond, for residents and businesses to connect, create and learn.

Position reports to:	Economic Development Officer – Band 6
Reporting to this Position:	Learning Bank Casuals and Volunteers
Internal Relationships:	Yarra Libraries staff, Economic Development staff, Council staff,
External Relationships:	Thread Together North Richmond Community Health DFFH

Position Overview

Day-to-day operations of running a venue, "the Victoria Street Pop-up Community Hub," and supporting and sustaining partnerships and programming with local organisations and the community**.**

Key Responsibilities

All Yarra employees:

Demonstrate leadership in reducing Yarra's emissions and building a climate resilient future by embedding climate considerations into all of Councils activities.

Community Learning

- Proactively support and sustain partnerships with key organisations, as directed by the Project Governance and Oversight (PGOT) working group.
- Proactively support and sustain good relationships with local residents and businesses as directed by the PGOT working group.
- Assist in the development of learning programs and events designed to meet staff and community needs.
- Deliver general and specific learning programs for staff, community organisations and library users on topics including, but not limited to, digital literacy, information literacy, creative and emerging technologies
- Proactively seek and maintain effective relationships with community organisations, training providers, contractors, and program partners.
- Work collaboratively across City of Yarra branches and teams.

Administrative Support

- Support the promotion, and marketing of the Venue.
- Contribute to developing content that supports the Venue's marketing/communication through various mediums, including print and online.
- Maintain booking and event management systems, monitor post-event reports and feedback, and provide information and data as required.
- Manage all internal and external aspects of bookings at the Venue.
- Administration tasks including correspondence, processing purchase orders, and invoices, filing, daily errands and ordering stationery supplies and mail.
- Administer organisation of functions and events, including arranging catering, equipment, physical set up and bump out profiles and cleaning rosters.

- Monitor building and equipment maintenance and report maintenance and cleaning issues promptly.
- Management, operation, and maintenance of the Venue and corporate information systems relevant to the administrative and operational needs of the Venue.
- Assist the Marketing and Online Engagement team in maintaining a high level of presentation of the Venue through the monitoring and implementation of:
    - Signage
    - Information notice boards and areas
    - Promotional materials and their display
    - Ensuring timely removal of outdated marketing collateral

Customer Service

- Provide pro-active customer service and support across Yarra City Council
- Perform a range of roster duties to make sure the Venue is functional to meet day-to-day expectations.
- Deal with inquiries in a proactive, effective, and timely manner.
- Refer complex inquiries to specialist staff.
- Collaborate with teams across the organisation to ensure the specific needs and expectations of customers are met.
- Where required, provide support and undertake duties in other community areas to meet the operational requirements of Yarra and deliver quality customer service to the Yarra community.
- Effectively implement Yarra City Council policies and procedures.
- Ability to gain cooperation, including the ability to deal with difficult patrons.

Continuous Improvement

- Contribute to the continuous improvement and development of the Venue by participating in the following regular and ongoing activities as required:

- POGOT development meetings/forums

- Professional Development and training programs

- Team meetings and one-to-one meetings with supervisor

- Professional networks, seminars/workshops

Accountability and Extent of Authority

- **Resource supervision**: freedom to act set by clear objectives and/or budgets, frequent consultation and regular reporting.
- **Specialist advice or regulate clients**: close supervision or clear guidelines; effect of actions taken on individual clients may be significant, but subject to appeal or review.
- **Direct support and assistance:** freedom not limited simply by standards and procedures; actions taken will have an impact on the employee supported.

Judgement and Decision Making

- May involve problem solving using guidelines, professional/technical knowledge or experience.
- Problems are occasionally complex or technical, with new situations requiring some creativity and originality.
- Guidance and advice is usually available within time to make a choice.

Management Skills

- Skills in managing time, setting priorities and planning and organising own work.
- Achieve specific objectives within available resources and timetable.
- If supervising employees - able to implement EEO, OH&S, and training and development.

Interpersonal Skills

- Ability to gain cooperation and assistance from clients, other employees and members of the public in the administration of well-defined activities.
- Write reports in field of expertise and/or prepare external correspondence.

Risk and Safety Requirements

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures to meet this commitment.

Specialist Skills and Knowledge

- Specialists and staff interpreting regulations require an understanding of underlying principles as distinct from practices.
- Support employees require an understanding of long-term unit goals and appreciation of wider organisation goals.
- All employees require an understanding of policies, regulations and precedents.
- An understanding of the function of the position within its organisational context, including all relevant policies, regulations, and precedents.
- Understanding of underlying principles as distinct from practices.
- Ability to deliver high-quality programs and services to a diverse audience and articulate learning outcomes for these diverse participants.
- Ability to generate reports, desktop publishing, and other written material and an understanding of the principles of corporate objectives and performance measurement criteria.
- Troubleshooting skills and knowledge of emerging technologies and trends in community learning, interests and needs.
- Computer skills, including demonstrated expert capabilities in using Microsoft Office business suite tools (particularly Word, Excel, and PowerPoint) and booking systems.

- Commitment to customer service and personal service excellence, including written and oral communication.
- Commitment to cybersafety and the smart, safe and responsible use of technology.
- Commitment to ongoing training and professional development, and the capability to share knowledge with others

Qualifications and Experience

- Tertiary qualification in Community Development or Venue and Event Management field with little or no experience or lesser formal qualifications with work skills and relevant experience

Key Selection Criteria

1. Demonstrated ability to maintain the day-to-day running of a venue and support/develop a range of community/business programs to increase participation.
2. Proven and current knowledge of technology, including mobile device technology, social media applications, and emerging technologies and their application to community outcomes.
3. Strong customer focus, with demonstrated knowledge of the North Richmond area and the local community needs.
4. Demonstrated ability to assess priorities and manage competing deadlines both independently and as a member of a team.
5. Demonstrated ability to seek opportunities to foster and maintain partnerships with relevant business and community organisations, and multiple stakeholders.