

Position Description

CORPORATE INFORMATION

Position title	Officer Venue Support (Casual)		
Directorate	Community Sustainability	Branch/Section/Unit	Arts and Culture / Venues
Position number	1543	Level	2
Award	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1		
Line Manager	Senior Officer – Venues Supervisor		
Direct reports	N/A		
Indirect Reports	N/A		

SCOPE OF POSITION

Position Summary

This multi-skilled role will ensure that venues and event spaces are well-presented and set up appropriately for functions and events, providing technical, front of house and other event and venue support as directed, in order to convey a positive and professional image to staff, hirers and visitors to Council functions and facilities.

Key Responsibilities of the Role

- Provide high quality support services for the smooth operation of events, community activities and functions in council venues.
- Provide high quality customer service to hirers, visitors and internal stakeholders.
- Liaise with users, hirers and potential hirers on the day of the event to confirm setup requirements and assist with site access
- Deliver Hirer Inductions as required.
- Ensure all venues and common areas required for the booking are clean and presentable, and prepared for public use.
- Ensure that spaces are set and ready for functions, including correct table and chair configurations, technical equipment in working order, catering requirements met and other specifications for the booking.
- Physically move and arrange furniture and equipment as required.
- Provide event support including signage, arrangement and delivery of catering and other duties as directed.

- Carry out basic administration tasks required for the smooth operation of venue services and functions including reporting, catering, generating function forms, completing incident forms etc.
- Use venue systems effectively including Artifax, Vend, and Microsoft Teams to carry out administration tasks.
- Set up and provide basic operation of technical equipment for functions and events working to procedures, and following existing plans, including audio, lighting, staging, and audio-visual equipment, within the skills and experience of the officer.
- Ensure the hirer's use of the venue complies with Council's workplace health and safety requirements.
- Assist with vehicle management in designated parking areas as required for large events.
- Ensure that the venue is secured at the end of the day/function.
- Act as Warden in the event of a fire or emergency in the venue and ensure the safe evacuation of hirers and the public if required.
- Be aware of the emergency management procedures and be able to implement them in an emergency in the absence of other staff.
- Advise the Senior Officer – Venues Supervisor or Shift Lead if hirers or users have failed to adequately clean up after an event, not met the requirements of the hiring conditions or caused damage to the facility or surrounds.
- Ensure that all keys are returned as per hiring procedures after an event and inspect the venue to ensure that the facility is left neat and clean.
- Advise the Senior Officer – Venues Services or Shift Lead immediately of required repairs and maintenance.
- Advise the Senior Officer – Venues Supervisor or Shift Lead immediately of relevant safety and security matters.
- Assist with bar service, as required.
- Provide first aid within the qualifications and experience of the officer.
- Provide guidance and assist in the provision of on-the-job training.
- Other duties within the scope of the role.

Mandatory Licence/Competency (Ticket) Requirements

- Queensland 'C' Class driver's licence that is current and maintained.
- Responsible Service of Alcohol

Desirable Licence/Competency (Ticket) Requirements

- First Aid Certificate
- Food Handling Awareness Training

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- Rigger's Licence
- Working at Heights

Essential Knowledge/Skills/Qualifications Criteria

- Demonstrated experience in the delivery of direct service and support to clients for functions or events, with a solutions focused approach to customer interactions.
- Demonstrated experience working within a small team environment contributing positively to team targets/goals as well as working efficiently and effectively autonomously.
- Demonstrated well developed written and verbal communication skills in order to communicate effectively with people across Council and the community.
- Experience in supporting a venue management environment.
- Demonstrated experience and ability to physically set up rooms including moving tables and chairs in accordance with all Work Health and Safety policies and procedures.

Desirable Knowledge/Skills/Qualifications Criteria

- Experience and knowledge in setting up audio/visual, computer or sound system equipment.
- Experience and knowledge in fire and emergency evacuation procedures

Physical Requirements of the Position

Note: Applicants with disabilities will be considered on a case by case basis.

- An ability to frequently exert a force up to 20kg whilst pushing, pulling, lifting or carrying an object or equipment.
- An ability to occasionally lift or carry objects or equipment up to 25kg.
- An ability to frequently stand for periods of two hours and occasionally walk on sloping, uneven or slippery surfaces whilst using equipment or carrying objects up to 20kg.
- An ability to kneel or crawl in a bent position whilst exerting force up to 15kg.
- An ability to clearly hear directions and instructions being provided at normal speech levels.

Special Requirements

- Regular out of hours work (including evenings and weekends).

ORGANISATIONAL INFORMATION

Safety

Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

Responsibility

Applying Council policies and procedures in every day work activities to assist Council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with Council's Recordkeeping Policy.

Council's Vision

Gympie Regional Council has a vision for embracing opportunities, promoting wellbeing and celebrating strong communities.

Council's Values

Accountability – We are open, transparent and take responsibility for our actions.

Communication – We consult with the community, actively listen to and respond to the input of residents, and keep people informed.

Customer Service Focused – We meet the needs of our community in an efficient and effective manner. We strive to continually improve, show empathy and are environmentally aware in our service delivery.

Integrity – We act with honesty and respect in all we do and respect all residents, colleagues and visitors.

Teamwork and Collaboration – We recognise and support everyone's contributions. We are inclusive and contribute respectfully working as a team. We will care for ourselves and others.

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POSITION APPROVAL AND ACCEPTANCE

Approved by

Name		Position	
Signature		Date	

Accepted by

Name			
Signature		Date	

The scope and requirements of this position as well as the organisational structure is subject to change by Council as required by business needs.