

Position Description

Position Title	Venue Experience Officer
Directorate	Community Strengthening
Department/Business Unit	Creative and Engaged City / Cultural and Community Hubs
Team	Venue Experience Operations
Classification	Band 3
Date	November 2024

Reports to:	Senior Venue Experience Officer
Supervises:	NIL
Internal Liaison:	Team members across all Council community and cultural venues. Staff in all Council departments including Community Strengthening Directorate, Building Maintenance, Parks, Cleansing and Waste Services, Media and Communications, Governance and Finance.
External Liaison:	Hirers (individuals and Community Groups), professional and community arts practitioners, local businesses, community and government organisations, contractors and visitors of cultural and community venues.

Position Objectives

The purpose of this position is to provide high-quality customer service and operational support across Council community and cultural venues. The role focuses on creating a positive and welcoming experience for all visitors and customers, ensuring that each interaction contributes to an excellent customer experience. Key responsibilities include managing front-of-house operations, delivery of event and function operations, and supporting the execution of events, functions and exhibitions. The role also ensures smooth daily operations, maintains safety and cleanliness standards, and fosters collaboration among staff to deliver consistent and exceptional service across all facilities, creating an inclusive and engaging environment for diverse audiences.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Previous experience in customer service, event support, or front-of-house operations.
- Strong interpersonal and communication skills, with a focus on delivering excellent service and engaging with a broad audience.
- Ability to work effectively in a fast-paced and dynamic environment, maintaining a positive attitude.
- Excellent problem-solving skills and attention to detail.
- Proficiency in the application of standardised procedures, practices and/or in the operation of equipment or knowledge of the use of plant and equipment used within the department which requires the exercise of a limited degree of skill.
- Flexibility to work evenings, weekends, and public holidays as reasonably required by Council.
- Knowledge of health and safety regulations related to public venues.
- Experience working in cultural and community facilities.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment

in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☐ current valid (and ongoing) Victorian Driver's Licence
- ☒ ongoing First Aid and CPR (specify) including:
 - ☒ Provide First Aid (Level 2)
- ☒ Responsible Service of Alcohol
- ☒ Food Handlers Certificate – check if Level 1 or 2 is required.

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Customer Service and Experience:	<ul style="list-style-type: none"> Deliver exceptional customer service to all visitors and clients, ensuring a welcoming and engaging atmosphere. Address visitor and client inquiries (including venue tours), provide information about exhibitions, events, bookings and facilities, ushering to seats, and assist with any special needs or requests. Handle customer feedback and complaints professionally and promptly, ensuring a positive resolution. Focus on creating an excellent service experience for all visitors and clients, promoting a culture of inclusivity, connection and belonging. Including capturing opportunities to improve the customer experience.
Visitor and Client Engagement:	<ul style="list-style-type: none"> Engage with visitors and clients to enhance their experience, providing insightful information and fostering a deeper connection with the exhibitions and events. Engage with customers and community groups to identify needs or issues that our Experience and Partnerships team can address through programs and opportunities. Assist in developing these programs and opportunities, while capturing relevant contact information and insights. Develop and implement strategies to engage a broad and diverse audience, ensuring that the venues are accessible and appealing to all community members.
Function Support:	<ul style="list-style-type: none"> Assist in the coordination and execution of events and functions, including setup, operation, and pack down. Work with the Technical Operation team to ensure all technical and AV equipment is operational and provide assistance as needed during events. Collaborate with event organisers to ensure smooth and successful events, aligning with the venues' mission and vision. Ensure compliance with all Food Safety and Liquor Licencing requirements across all functions and food service outlets.
Operational Support for Exhibitions, Events and performances:	<ul style="list-style-type: none"> Support the planning and execution of exhibition openings, including setup, guest coordination, and closing. Ensure the security of the venue by managing key handovers and conducting venue checks post-event to ensure the facility is left in proper condition for the next use. As required, work with artists, curators, and the marketing team to ensure a seamless experience for guests. Ensure promotional materials and signage are correctly displayed and accessible to all visitors. Facilitate the efficient seating of patrons according to venue and client requirements, ensuring all facility guidelines and procedures are followed during performances, and ensuring aisles and exits are clear at all times.
Front of House Operations:	<ul style="list-style-type: none"> Manage front-of-house activities, including memberships and merchandise where relevant. This role may involve serving food and beverages (including alcohol, with RSA compliance), and ensuring a welcoming environment for all patrons. Maintain accurate records of daily operations, including attendance, sales, and inventory, ensuring data is used to improve visitor experiences and optimise venue

	<ul style="list-style-type: none"> hire processes. Ensure signage is accurate and correctly displayed and accessible to all visitors, including operational procedures. As required collect and receipt monies for programs at Cultural and Community hubs. Complete any end of day banking duties, including cash handling and receipting in accordance with Council procedures.
Safety and Cleanliness:	<ul style="list-style-type: none"> Ensure that all venues and facilities are maintained in a clean, safe, and orderly condition. Conduct regular safety checks and report any maintenance issues promptly. Adhere to and enforce health and safety regulations, ensuring a safe environment for visitors and staff.
Positive Environment:	<ul style="list-style-type: none"> Foster a positive and inclusive environment for all visitors, clients, staff, and volunteers. Promote teamwork and collaboration among staff and volunteers. Support the implementation of diversity and inclusion initiatives within the venues, ensuring that all visitors feel welcome and valued.
Unified Vision and Cross-Venue Coordination:	<ul style="list-style-type: none"> Ability to deliver services across multiple venues with a unified vision, ensuring consistency in visitor experience and operational excellence. Work collaboratively with teams across all venues to share best practices, resources, and strategies. Align activities and initiatives with the overall goals and mission of the cultural venues, ensuring a cohesive approach to service delivery and visitor engagement.
First Aid Activities	<ul style="list-style-type: none"> Undertake the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i>.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> Take reasonable care of their own health and safety. Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. Participate in health and safety training programs and initiatives.
Child Safety	<ul style="list-style-type: none"> Understand obligations and act in an appropriate manner with and around children Promote positive work practices with children

	<ul style="list-style-type: none"> Establish boundaries around acceptable and unacceptable behaviour in relation to children Adhere to reporting obligations where there is suspected or discovered child abuse
Climate Change & Sustainability	<ul style="list-style-type: none"> Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none"> Remain mindful of the requirements of the Victorian Charter of Human Rights at all times Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. Perform other duties as directed within the limits of acquired skills, knowledge, and training. At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> zero tolerance of racism and expectations that staff will act on incidents of racism supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Vision and Hearing Requirements

- ☐ This position requires a vision test
- ☐ This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
				<input checked="" type="checkbox"/>	

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- ☐ This position does not require more than 10-15% manual handling/physical exertion
- ☒ A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 10 – 33%	Frequent 34 – 66%	Constant >66%
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb ladders		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 10 – 33%	Frequent 34 – 66%	Constant >66%
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Employees perform work under general supervision.
- Requires regular contact with the public and other employees which involves explanations of specific procedures and practices
- May be required to supervise and coordinate others.
- Accountable for quality and timeliness of their work

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Nature of the work usually specialised requiring use of personal judgement
- Tasks performed selected from a range of techniques, processes and systems

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the operation of more complex equipment or plant Employees in this Band must be able to provide employees under their supervision with on-the-job training and guidance.
- Skills in oral and written communication with clients, other employees and members of the public and in the resolution of minor problems.

Management & Interpersonal skills

The essential position requirements include:

- Some positions in this Band are at the "work face", others involve first line supervision of employees at the "work face".
- Must be able to provide employees under their supervision with on-the-job training and guidance.

Qualifications and Experience

- Trade Certificate or equivalent
- Require skills in oral and written communication with clients, other employees and members of the public and in the resolution of minor problems.
- Completion of TAFE accredited/industry-based training courses. (Cert III or Cert IV)

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Appendix

Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.
We act with integrity at all times and in all matters.
We take time to listen to and seek to understand the other point of view.
We strive to understand and respect the diversity of our community and our workplace.
We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.
We constantly ask: What's the future and what's possible?
We have the courage to try new ideas.
We strive for excellence in everything we do.

Engaged

We listen to our community and respond.
We work together with our community and each other, to achieve the best outcome.
We have the confidence to challenge the status quo, to reach for better outcomes.
We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.
We form our opinions and give advice from sound, evidence based research.
We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.
We spend our time and effort on solutions rather than looking for someone to blame.
We take responsibility for our actions.

