

Position Description



Position Title	Venue Booking Officer
Directorate	Community Strengthening
Department/Business Unit	Creative and Engaged City / Cultural and Community Hubs
Team	Venue Business Development and Customer
Classification	Band 4
Date	January 2025

Reports to:	Senior Venue Business Development Officer
Supervises:	Nil
Internal Liaison:	Council Staff and Councillors
External Liaison:	Residents, event organisers, community groups, local businesses, caterers, contractors, suppliers, program participants and facilitators, volunteers, tutors

Position Objectives

The primary purpose in this position is to provide high-quality and efficient facility booking support within the Cultural and Community Hubs team.

The role involves managing cultural and community facilities bookings, maintaining databases, handling financial operations services, and ensuring excellent customer service. The Venue Bookings Officer supports community groups and other hirers in planning their events while working closely with the Venue Experience and Technical teams to ensure all aspects of event setup and facility maintenance are handled efficiently.

Key Selection Criteria

- Relevant post-secondary qualifications (e.g. Certificate IV) in Venue Management, Community Development, Customer Service, or equivalent knowledge and skills gained through relevant experience.
- Significant experience in a small team environment, contributing to group and individual goals, using MS software and facility booking systems for administrative tasks such as financial data entry and reporting.
- Preferred experience in a community setting delivering customer service and event support, including setup of basic AV equipment, computer, or sound system knowledge to meet technical requirements for civic and community facility clients.
- Flexibility to work across a variety of days and hours, including the availability for overtime or time in lieu (TIL).
- Strong interpersonal, written, and oral communication skills, with the ability to engage with diverse groups and resolve minor issues effectively.
- Reliable transport or ability to arrange suitable transport, as needed; Level 2 Workplace First Aid certification; the ability to pass a physical functional capacity assessment; and a satisfactory Police Check prior to commencement.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to any offer of employment and commencement and continue to maintain them throughout employment in this role with Council:

- satisfactory (and ongoing) Working with Children's Check
- satisfactory (and ongoing) Police Check
- ongoing First Aid and CPR including (preferred but not essential)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Venue Bookings & Customer Service	<ul style="list-style-type: none"> • Provide comprehensive administrative assistance, including responding to inquiries, managing booking systems, handling financial operations, and supporting community groups in planning their events. • Process customer and community requests accurately using corporate systems and ensure timely administration of email inquiries, booking, invoicing, and refunds. • Liaise with hirers regarding all aspects of their bookings, including booking details, financials, payment options, setup requirements, facilities, catering, and equipment required, to enable the Venue Experience and Technical Production team to deliver the function requirements. • Ensure hirers are aware of and comply with venue policies and procedures, including risk assessments, insurance documentation and security / food compliance, including monitoring any unauthorised usage. • Order catering and refreshments as per organiser requirements and provide detailed run sheet information to the Venue Experience team to deliver to the customer requirements. • Administer physical and electronic access permissions for authorised hirers, and partners across venues, including key handover instructions to the Venue Experience team and access card programming instructions to Building Maintenance team. • Work with the Venue Experience Team, maintain and regularly update the venue's security access management systems, ensuring accurate records of individuals with facility access.
Community Engagement and Customer Liaison	<ul style="list-style-type: none"> • Provide courteous and engaging customer service experiences. • Liaise with community groups and stakeholders to understand and address their needs, improving access and relationships, and pass on this information to the Experience and Partnership team who may be able to assist the group in future. • Foster positive community relationships by actively engaging with local groups and promoting inclusive access to venue services. • Communicate client needs and event requirements to the necessary teams
Financial Support	<ul style="list-style-type: none"> • Liaise with clients to reconcile outstanding payments and ensure financial compliance. • Assist in ensuring hirers have paid for functions on time, follow up when they are overdue and ensure records are accurate against each booking. • Assist in financial processes, including invoicing and purchasing.
Flexibility & Coverage	<ul style="list-style-type: none"> • On occasion, as agreed and when reasonably required, provide support services outside normal working hours, including weekends, and be able to work across various Cultural and Community hubs.
First Aid Activities	<ul style="list-style-type: none"> • As required, administer first aid in line with job requirements and OHS First Aid Operational Procedures.

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 of this document.

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"> Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
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:

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%
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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					
Team based work – works in a team of people and not exposed to isolation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Communicating with others – Verbally	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Communicating with others - Written	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Concentrating – high levels of concentration required while completing required tasks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Planning and sequencing tasks and activities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Decision making – required to exercise sound decision making while completing all aspects of the position	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Physical Requirements

- This position does not require 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"/>	
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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Kneeling – To lower the body	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reaching – Extending arms out in any direction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Writing/typing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Climb ladders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Climb or descend stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Low level work – Performing manual handling actions at or near ground level	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Weight requirements – lift, carry, push, pull or hold					
1-5kg	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5.1 – 10kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10.1 – 15kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15.1 – 20kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lift floor to hip	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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"/>	
Pushing/pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Accountability and Extent of Authority

- Provide information to clients and/or information and support to more senior employees. Some positions may also supervise resources including other employees and/or regulating clients.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Employees in this Band should have sufficient freedom to plan their work at least a week in advance.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Objectives of the work are well defined. For supervisors, the process often requires the quantification of the amount of resources needed to meet those objectives.
- Guidance and advice are always available within the time available to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- An understanding of the relevant technology, procedures and processes used within their operating unit.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals of the wider organisation.
- Proficiency in the application of standardised procedures practices, Acts and Regulations and an understanding of relevant precedents, previous decisions and/or proficiency in the operation of equipment.

Management & Interpersonal skills

The essential position requirements include:

- All positions require skill in managing time and planning and organising one's own work.
- The employee must have a basic knowledge of personnel practices and be able to provide employees under their supervision with on-the- job training and guidance.
- The ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of employees where applicable.
- Skills in written communication to enable the preparation of routine correspondence and reports if required.

Qualifications and Experience

- The skills and knowledge needed for entry to this Band are beyond those normally acquired through secondary education alone.
- Typically they would be gained through completion of a post- trade certificate or other post-secondary qualification below diploma or degree or knowledge and skills gained through on-the-job training commensurate with the requirements of the work at this Band.

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.

