

Position Description

Position Title	Venue Systems Officer
Directorate	Community Strengthening
Department	Creative and Engaged City
Team	Cultural and Community Hubs
Classification	Band 6
Date	May 2026
Reports to:	Coordinator Cultural and Community Hubs
Supervises:	No direct reports, but provides guidance and training to Cultural and Community Hub Team.
Internal Liaison:	Community Strengthening staff, Creative and Engaged City, other Council departments, Councillors.
External Liaison:	- Arts organisations, community organisations and arts industry networks - Touring agents, commercial theatre companies, and arts practitioners - Clients, hirers, patrons, and service providers - Existing and potential government, business, and corporate clients

Position Objectives

The primary purpose of this position is to lead, develop and evaluate system applications that support the Cultural and Community Hub team, Creative and Engaged Cities and (where relevant) the broader organisation. Effective oversight supports creative, cultural, and community activities, which enhance audience engagement and ensures smooth event delivery.

This position is responsible for:

- Managing the administration and configuration of venue systems, that support the delivery of events, performances, exhibitions and programs, including booking and event management system, point of sale and rostering systems.
- Engaging with key internal stakeholders to understand business requirements, provide training and day to day operational support in system applications.
- Implement continued business improvement activities, including development of processes and procedures.

Key Selection Criteria

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

- A tertiary qualification, preferably in Venue or System management and / or a related field, along with a minimum of 3 years of successful experience. Demonstrated experience in understanding community or cultural venues, their systems and processes
- Demonstrated leadership and management skills with the ability to motivate, develop, and support collaborative partnerships and teams who work across multiple disciplines or venues.
- Strong system knowledge, including the operation of point of sale, booking or rostering systems, understanding of how integrations work, including with finance systems.
- Desirable skills include a knowledge of Power BI and Power Automate.

- Exceptional analytical and investigative skills, with experience in formulating policies and procedures to ensure operational effectiveness and safety. The ability to apply sound professional judgment in resolving system issues.
- Thorough understanding of health and safety regulations, risk management, and compliance with licensing and industry standards.
- Experience in financial planning and budgeting, with a solid understanding of financial management principles and how these interlink with venue systems.
- Strong organisational skills, with the ability to manage time effectively, set priorities, and coordinate the work of the team to meet deadlines. Proven experience in planning and executing multiple projects simultaneously.
- A proactive approach to driving continuous improvement and change management strategies, ensuring technical operations and customer service standards are regularly evaluated and enhanced.
- Excellent communication and interpersonal skills, and a customer-focused approach with a commitment to delivering high-quality service.

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)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

System Administration	• Strategically lead the administration and configuration of the event, booking and operational systems for the Cultural and Community Hub Team, department and at times the organisation. • Provide system support and administration for the point of sale and rostering applications. • Develop and deliver training and provide ongoing system utilisation support to all teams. • Assist in the design, implementation and development of moving teams across Council, onto new systems (i.e. Booking Systems) and then evaluate the effectiveness of the new system for each team. • Perform daily, weekly and monthly checks on data in the system, including Customer Management and Financial Management information. • Perform health checks on all systems and trial new updates, capturing any potential risks to the organisation. • Monitor customer feedback and ensure suggestions are integrated to improve system operations. • Develop and implement policies, practices, and processes to ensure all operations, systems, and resources are reviewed and implemented to achieve the best possible outcomes.
Operational Improvement	• Working alongside teams, guide the alignment of the system use and processes. • Identify opportunities to improve the efficiency and effectiveness of the systems. • Anticipate and identify systems risks and challenges and plan mitigation strategies. • Build and review data workflows to assist in the development of business analytics and reports.
Planning, Budgeting and Reporting:	• Regularly monitor budgets for the areas and projects and provide input into the annual Long-Term Financial Strategy (LTFS) and budget processes.

	• As directed, prepare draft Council briefings, reports, Capital Bids, presentations, correspondence, and other information. • Ensure the effective approval, processing, and reconciliation of accounts according to Council protocols and timeframes, including raising purchase orders. • Provide relevant policy input and advice as appropriate for the planning, development, and support of venues across the City. • Represent City of Greater Dandenong in industry forums as required.
Team Liaison / Management	• Provide strong leadership and supervision to the broader team, ensuring clarity in roles and responsibilities. • Set clear performance expectations and goals for the delivery of each program and system, and provide clear communication to all collaborators. • Foster a collaborative and supportive team environment, encouraging the sharing of ideas, best practices, and innovative solutions. • Ensure staff are adequately trained on all relevant technical equipment, via on the job training, training programs or courses. • Alongside the cultural and Community Hub Leadership team enhance team performance, aiming to achieve both team and individual objectives, improve interactions with clients and stakeholders to deliver exceptional customer service and satisfaction.

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 found on The Source > [Capability Framework | Greater Dandenong Council](#)

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 found on The Source > People, Culture and Safety > [REACH | Greater Dandenong Council](#)

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Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • 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. People managers have additional responsibilities to:

	• Develop, implement, promote and review Council's OHS management system within their area of responsibility. • Work with Health and Safety and People and Change departments to ensure accurate and timely OHS reporting, and implementation of health and safety culture, policies, procedures, and training programs. • Ensure employee compliance with relevant OHS regulatory requirements through local and corporate policies and procedures in order to provide and maintain a safe work environment, including providing training and guidance on OHS responsibilities. • Monitor and review workplace environment to identify, manage and respond to any health and safety hazards and risks, including psychosocial.
Child Safety	• 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	• 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	• 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	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: ○ 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	• 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:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- ☐ Not required.
- ☒ This role may be subject to work related contact outside of normal business hours on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates.
- ☐ This role may be subject to work related contact outside of normal business hours. This position may require participation in an on-call, stand-by or availability roster. (Refer to 'Working out of hours' under position specific responsibilities.)

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 <10%	Occasional 11 – 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		☐	☐	☒	☐
Team based work – works in a team of people and not exposed to isolation		☐	☐	☐	☒
Communicating with others – Verbally		☐	☐	☐	☒
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		☐	☒	☐	☐
Concentrating – high levels of concentration required while completing required tasks		☐	☐	☒	☐
Planning and sequencing tasks and activities		☐	☐	☐	☒
Decision making – required to exercise sound decision making while completing all aspects of the position		☐	☐	☒	☐
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		☐	☐	☒	☐
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		☐	☐	☒	☐
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		☐	☐	☒	☐
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		☐	☐	☒	☐
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		☐	☐	☒	☐
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at		☐	☐	☒	☐

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<i>short notice</i>					

Physical Requirements

- ☐ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).] *Please contact the OHS Team or consult with the relevant subject matter expert in that area to determine. A tick is still required in the applicable box in each row in the below physical requirements table*
- ☐ This position requires a vision test
- ☐ This position requires a hearing test (*Required if Operations Centre outdoor worker or Home Maintenance Officer*)

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes = 50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		☐	☐	☒	☐
Standing – standing in an upright position, moving less than 3 steps		☐	☐	☒	☐
Walking – In an upright position, moving more than 3 steps		☐	☐	☒	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground		☐	☒	☐	☐
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		☐	☒	☐	☐
Kneeling – To lower the body		☐	☒	☐	☐
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		☐	☒	☐	☐
Reaching – Extending arms out in any direction		☐	☒	☐	☐
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		☐	☒	☐	☐
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		☐	☒	☐	☐
Power/open hand grip – Using the whole hand to grasp an object.		☐	☒	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<i>typically used to handle large or wide objects where the fingers are extended</i>					
Writing/typing		☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☒	☐	☐	☐
Low level work – Performing manual handling actions at or near ground level		☐	☒	☐	☒
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		☒	☐	☐	☐
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		☒	☐	☐	☐
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		☒	☐	☐	☐
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☒	☐	☐	☐
5.1 – 10kg		☒	☐	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☒	☐	☐	☐

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

These descriptors help to classify the position: Band 6

Accountability and Extent of Authority

- Prime responsibility is to provide specialist advice to staff and internal departments, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients may be significant, but it is usually subject to appeal or review by more senior employees.
- The position requires management of resources and input into the development of policy and procedures within area of expertise and/or management.
- The freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- Where involved in policy development the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output can have a significant effect on the process of policy development.

Judgement and Decision Making

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience.

- Problem solving may involve the application of these techniques to new situations. Guidance and advice are usually available.

Specialist Knowledge and Skills

- The position requires proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices. This includes a strong technical knowledge of the operation and maintenance systems including booking systems, point of sale and rostering and venue infrastructure.
- The position requires an understanding of the long-term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.
- The position requires a familiarity with relevant budgeting techniques.

Management Skills

- Demonstrated leadership and management skills with the ability to motivate, develop, and support the broader team and department
- The position requires skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- The position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee's development.

Interpersonal Skills

- The position requires the ability to gain co-operation and assistance from staff, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- Must also be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

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			

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.

- Ensures a wide range of views and opinions are encouraged and valued
- Builds strong and trusting relationships with team members and across the directorate
- Seeks to achieve outcomes that are beneficial to all stakeholders
- Demonstrates high levels of integrity and teamwork in all relationships

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.

- Ensures that team members are able to see the connections between the work of the team and the broader organisational context
- Actively engages team members in the development of realistic plans to deliver work unit priorities
- Allocates work unit resources to achieve desired results
- Takes corrective action as required when concerns have been identified

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.

- Encourages people to undertake ongoing professional and personal development
- Uses reflection as a key tool for ongoing development and organisational improvement
- Uses transformational leadership practices to engage and grow the capabilities of team members
- Regularly gives and receives constructive feedback
- Communicates with staff in a positive and proactive manner

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

- Monitors the broader environment to understand the impact of emerging trends on the work of the team
- Identifies changes to systems and processes that will lead to the effective implementation of organisational change initiatives
- Encourages others to recognise and value the inevitability of change in organisations
- Assists the team to adapt to a constantly changing environment by communicating change information honestly, empathetically and in a timely manner

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

- Creates opportunities for people to come together to creatively address issues facing the team and the clients they serve
- Sets short-term goals with the team for the team to achieve agreed objectives
- Tracks progress against job expectations and makes adjustments as required
- Sets challenging goals that will deliver superior results

Service focus

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

- Demonstrates commitment to quality client/customer service
- Maintains regular customer communication to ensure mutual expectations are clear

	• Responds appropriately to client/customer requests and/or complaints
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 her/his 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	• Aligns team/unit work plans with Council's vision and objectives for employee safety, health and wellbeing • Allocates adequate resources to achieve safety, health and wellbeing initiatives and objectives • Monitors departmental performance indicators for the continuous improvement of safety, health and wellbeing practices and culture

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.

