

Position Title	Senior Venue Experience Officer
Directorate	Community Strengthening
Department/Business Unit	Community and Engaged City / Cultural and Community Hubs
Team	Venue Experience Operations
Classification	Band 5
Date	June 2026
Reports to:	Team Leader Venue Experience Operations
Supervises:	Venue Experience Officers
Internal Liaison:	Council Staff and Councillors
External Liaison:	Residents, event organisers, community groups, local businesses, hirers, caterers, contractors, suppliers, audiences and visitors.

Position Objectives

- The primary purpose of this senior role is to manage and elevate the venue experience across all facilities, ensuring consistent, high-quality service in alignment with Greater Dandenong's strategic objectives.
- This role is crucial for delivering exceptional customer service, engaging a diverse audience, and supporting the successful execution of events, programmes, functions, and exhibitions.
- It involves overseeing venue experience operations, staff management, and ensuring operational excellence to create a positive and inclusive environment for all visitors, clients, and stakeholders.
- Enhance the overall customer experience and engagement across all cultural and community venues, ensuring alignment with the City's strategic goals.
- Lead the delivery of exceptional venue services, fostering a welcoming and inclusive environment for all visitors and users.
- Drive operational excellence by developing and implementing best practices for venue management, including staff training and service delivery.
- Contribute to the growth and sustainability of cultural and community services through effective venue utilisation and stakeholder collaboration.

Key Selection Criteria

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

- Experience in venue management and operations, including event and function coordination, front-of-house activities, and customer service.
- Strong leadership and team management skills, with a demonstrated ability to train, mentor, and supervise staff to ensure high standards of service delivery.
- Proven ability to engage and connect with diverse customers, ensuring venues are welcoming, accessible, and inclusive.
- Strong problem-solving skills and attention to detail, particularly in resolving customer inquiries, complaints, and operational issues.
- Experience in overseeing safety and compliance within public venues, ensuring adherence to health and safety regulations and maintaining clean, orderly environments.
- Excellent communication and interpersonal skills, with the ability to collaborate with various stakeholders, including community groups, council representatives, and event organisers.
- Knowledge of booking systems, building management systems, and venue equipment, including audio-visual and technical support during events.
- Flexibility to work outside standard hours, including evenings, weekends, and public holidays, as required to meet the needs of the venues.

- Administrative skills, including the ability to manage budgets, schedules, and resource allocation, while providing detailed reports on venue operations and visitor satisfaction.

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 (Level 2)
- ongoing Cardiopulmonary Resuscitation (CPR)
- Ongoing Food Safety and Food Supervisor certificate

Position Specific Responsibilities & Skills

In this position, you are responsible for:

<p>Customer Service and Experience:</p>	<ul style="list-style-type: none"> • Deliver and uphold exceptional customer service standards, ensuring a welcoming and engaging atmosphere across all venues. • Address and resolve visitor inquiries, complaints, and feedback promptly and professionally. • Foster a culture of excellence in service delivery, promoting hospitality and attentiveness among staff, including the development of processes and procedures to support staff. • Foster a positive and inclusive environment for all visitors, staff, and volunteers. • Support the implementation of diversity and inclusion initiatives within the venues, ensuring that all visitors feel welcome and valued.
<p>Visitor and Client Engagement:</p>	<ul style="list-style-type: none"> • Develop and implement strategies to engage a broad and diverse audience, ensuring the venues are accessible and appealing to all community members. • Promote venue hire services, engaging with potential clients to understand their needs and ensuring the facilities can meet their requirements. • Oversee the delivery of public and private tours, workshops, and other engagement activities that foster community involvement and support. • Ensure that all communication and promotional materials are informative, inclusive, and reflective of the venues' diverse offerings. • Utilise feedback and data to continuously improve visitor and client engagement strategies, ensuring a high level of satisfaction and repeat visitation.
<p>Function and Event Support:</p>	<ul style="list-style-type: none"> • Oversee the coordination and execution of events and functions, including setup, operation, and breakdown. • Support community and council functions, ensuring that the needs of various stakeholders are met, to facilitate successful events and programs. • Ensure all technical and AV equipment is operational and provide assistance as needed during events. • Collaborate with event organisers and community groups 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.
<p>Exhibition Openings:</p>	<ul style="list-style-type: none"> • Plan and execute exhibition openings, including setup, guest coordination, and pack down / bump out. • 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
<p>Front of House Operations:</p>	<ul style="list-style-type: none"> • Manage and oversee front-of-house activities, including memberships, merchandise, and venue hire inquiries. Supervise and train venue experience staff and volunteers to maintain high service standards. • Maintain accurate records of daily operations, including attendance, sales, and inventory, ensuring data is used to improve visitor experiences.

	<ul style="list-style-type: none"> Identify merchandise movement, selling trends and restock merchandise and supplies as needed to ensure smooth operation. Coordinate activities and initiatives with teams across all venues, sharing best practices, resources, and strategies. Align activities and initiatives with the overall goals and mission of community and cultural venues, ensuring a cohesive approach to service delivery and visitor engagement.
Administration and Reporting:	<ul style="list-style-type: none"> Conduct administrative tasks such as scheduling, budgeting, and resource allocation for the venues. Prepare regular reports on visitor numbers, sales, event outcomes, and other relevant metrics. Investigate and resolve client problems and issues, providing detailed reports and recommendations for improvement.
Team Management:	<ul style="list-style-type: none"> Supervise, mentor, and support venue experience staff, ensuring they are well-trained and motivated. Identify opportunities for process improvement and working with staff, review and develop these procedures. Conduct regular staff meetings and training sessions to maintain high standards of service and operational efficiency. Manage staff schedules and ensure adequate coverage for all events and functions. Promote teamwork and collaboration among staff and volunteers.
Safety and Cleanliness:	<ul style="list-style-type: none"> Ensure that all venues and facilities are maintained in a clean, safe, and orderly condition. Arrange cleaning schedules to occur around venue bookings. Investigate and resolve any health and safety incidents, ensuring appropriate documentation and corrective actions are taken. Adhere to and enforce health and safety regulations, ensuring a safe environment for visitors and staff. Investigate and resolve any health and safety incidents, ensuring appropriate documentation and corrective actions are taken.
First Aid Activities	<ul style="list-style-type: none"> Ensuring that there is adequate coverage for the provision of First Aid within their work area 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>
Working out of Hours	<ul style="list-style-type: none"> This position may require participation in an on-call roster, where after hours contact for work related matters is required and in accordance with operational requirements (which may vary from time to time). If the participant is required to participate in such a roster etc, then the relevant/applicable allowance will be paid. If the incumbent is in receipt of such an allowance, then it is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.

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](#)

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

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. <p>People managers have additional responsibilities to:</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Demonstrate and promote a strong commitment to child safety, equity and inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards and foster this commitment across their team. • Ensure compliance with the Child Safety and Wellbeing Policy, Child Safe Code of Conduct, and all child safe policies and procedures, and support staff to understand and meet these requirements. • 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, and support staff to understand and meet these requirements.
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 Councils 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.
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Inherent requirements of the position

These are the essential requirements of this position:

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 (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	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 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"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>or precedents to perform requirements of the position</i>					
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 requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires $\geq 10\%$ (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).]
- This position requires a vision test
- This position requires a hearing test

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	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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
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 type="checkbox"/>	<input checked="" 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 checked="" 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 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 checked="" 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"/>

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:

- May supervise resources, other employees or groups of employees and/or provide advice to or regulate clients and/or give support to more senior employees.
- In positions where the prime responsibility is for resource supervision, the freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.
- In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to close supervision or to clear guidelines.
- The effect of decisions and actions taken on individual clients may be significant, but the decisions and actions are always subject to appeal or review by more senior employees.
- In positions where the prime responsibility is to provide direct support and assistance to more senior employees, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.

Judgement and Decision-Making Skills

Judgement and decision-making is within the following scope:

- Objectives of the work are usually well defined
- The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice would usually be available within the time required to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Supervisors in this Band require an understanding of the relevant technology, procedures and processes used within their operating unit.
- Specialists and employees involved in interpreting regulations require an understanding of the underlying principles involved as distinct from the practices.
- Support employees also require an understanding of the role and function of the senior employees to whom they provide support an understanding of the long-term goals of the unit and appreciation of the goals of the organisation.

Management & Interpersonal skills

The essential position requirements include:

- Require skills in managing time, setting priorities and planning and organising one's own work and in appropriate circumstances 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.
- Where supervision is part of the job, the position requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.
- Require 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 other employees where appropriate.
- Expected to write reports in their field of expertise and/or to prepare external correspondence.

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			