

POSITION DESCRIPTION

Position Title:	Venue Coordinator PT
Award / Level:	Live Performance Award (LPA MA000081) – Level 8
Department:	Joan Sutherland Performing Arts Centre - Operations
Type:	Ongoing Part Time with a regular roster including weekends and evenings.

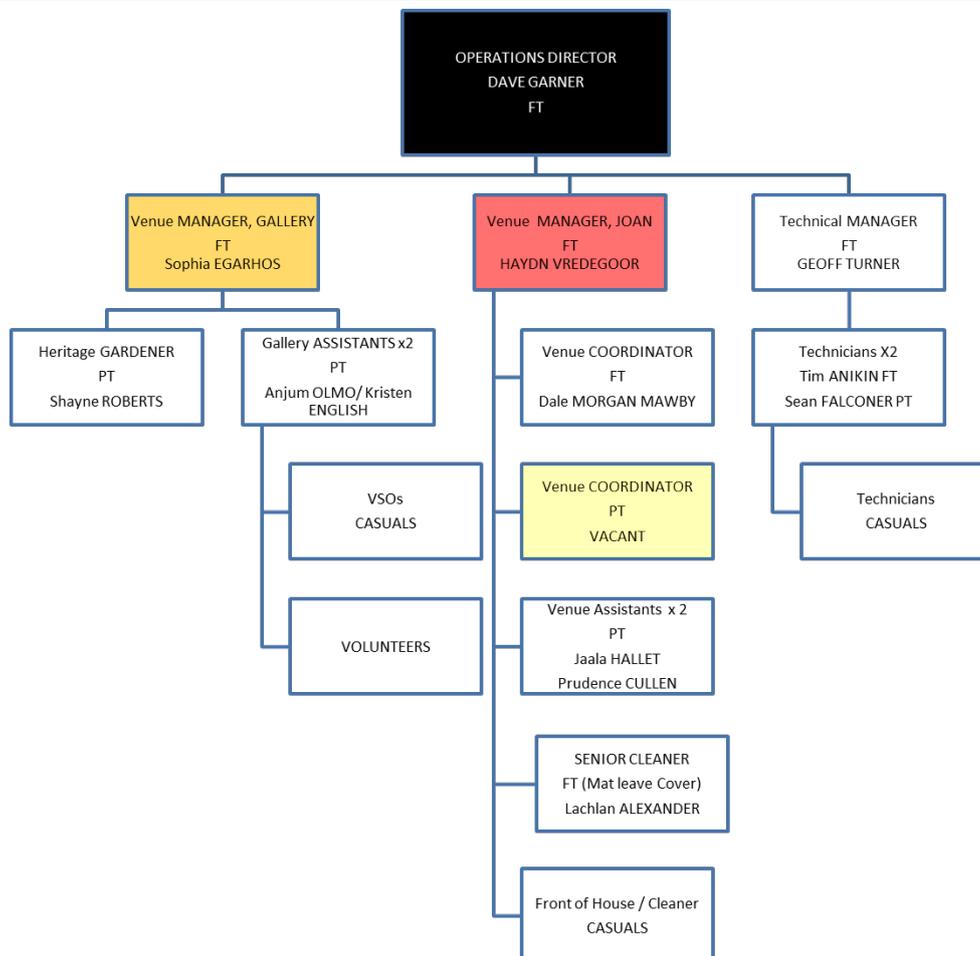
Position Purpose

Reporting to, and supporting, the Venue Manager in PP&VA’s Operations team, the Venue Coordinator plays a support role across the venue administration team:

The Venue Coordinator:

- Assists in all aspects of the Venue Hire business;
- Acts as Venue Supervisor in need to run events;
- Assists the Conservatorium team in a customer service capacity in need
- Oversees cash handling;
- Ensures that EEO, WH&S, RSA, Child protection, LPA and all applicable legal requirements and industry benchmarks are adhered to through practices at the Centre.

Department Structure



Key Result Areas

1. VENUE HIRE

Major Actions

- Assist with all aspects of Venue Hire taking responsibility for a portfolio of current and new hires
- Fulfill end-to-end management of Venue Hire bookings including:
 - Act as main point of contact for The Joan's Venue Hire business
 - Answer initial enquiries
 - Scope event with hirer
 - Provide hirer a quote through the use of the company's event management system
 - Upon acceptance of quote, and signing of Hire Contract, update systems and communicate the confirmation of the booking to relevant team members
 - In the case of small meetings, ensure the end-to-end management of the event including set-up, catering and pack up
 - Liaise with hirer throughout lead up period to the event in need
 - Post-event, complete all reporting, reconciliation and invoicing processes including updates to quotes based on actual event costs

Performance Measures

- Exceptional customer service resulting in return clientele (where appropriate)
- Accuracy in event reconciliation and invoicing
- Efficient, friendly and helpful service during events
- Timely response to all event queries from hirers

2. OFFICE MAINTENANCE AND ADMINISTRATION

Major Actions

- Be point of contact for office administration including:
 - Site printer issues, servicing, and consumables orders and receipt
 - Site stationery orders and receipt
 - Site cleaning and staff amenity orders (cleaners supplies, drinking water) and receipt
- Fulfill monthly reporting requirements as instructed by the Venue Manager
- Provide other reporting requirements as required by the business
- Complete banking and petty cash processes as required
- Complete Box Office banking when Ticketing Services Coordinator is absent

Performance Measures

- Timely ordering and receipt of site consumables
- Timely and accurate reporting for Board and business
- Timely and accurate completion of banking and petty cash processes as instructed by Finance staff

3. TICKETING / VENUE SERVICES

Major Actions

- Assist in Box Office with ticket sales, general enquiries, contractor sign-in and tutor liaison
- Assist Conservatorium staff in need with general customer service tasks
- Act as Venue Supervisor for performances and events when necessary, managing casual Front of House staff.
- Set up and pack down of meetings and events

Performance Measures

- Provision of friendly, efficient and helpful customer service at all times
- Helpful and efficient assistance in room set-ups and pack downs
- Safe events and demonstrated abilities in team leadership when required.
- Accuracy in sales transactions and referrals

Key Result Areas

4. Customer Service

Major Tasks

- Provide effective service to PP&VA customers and the community
- Provide effective service to internal customers
- Accurately identify the needs of customers
- Take action to satisfy customer needs
- Present a positive image of PP&VA/ The Joan/ The Gallery

Performance Measures

- A calm conciliatory approach is used in all customer dealings
- Active listening techniques are applied in customer dealings
- Customer needs are identified and confirmed with the customer
- Appropriate action to satisfy the customer need is identified and implemented
- Personal presentation and grooming adheres to organisational and departmental guidelines

5. Corporate Governance and Effective Work Practices

Major Tasks

- Carry out work inline with relevant legislative and statutory requirements and /or industry codes, practices and standards
- Adhere to Code of Conduct, EEO and anti discrimination policies
- Take responsibility for and manage own work and contribute to a productive work environment
- Accept and contribute to workplace change
- Undertake workplace tasks as directed
- Work cooperatively with others to facilitate workplace learning
- Work in an ethical manner and comply with PP&VA's code of conduct and other governance documents adopted by the organisation from time to time
- Resolve workplace conflict in line with PP&VA policy
- Undertake recordkeeping activities in accordance with PP&VA's Records Management business rules, procedures, policies and any relevant State Records Legislation

Performance Measures

- Relevant legislative and statutory requirements and /or industry codes, practices and standards are always complied with
- Work reflects application of, and adherence to, EEO and anti discrimination policies
- A positive work atmosphere is maintained by acting and communicating in an effective and appropriate manner with all customers, external contractors, co-workers, supervisors and managers
- Work tasks are appropriately prioritised and time effectively managed
- Productivity is consistent with reasonable expectations of a proficient employee in the position
- Implications of workplace change are identified and accepted
- Agreed changes to improve work outcomes are acted upon
- Direction from supervisor is accepted and acted upon
- Requests to take on alternative duties from time to time are accepted and adhered to
- Training is attended when required
- Training needs of other employees are identified and appropriate action identified and implemented
- All work is ethical and complies with PP&VA's Code of Conduct and governance documentation
- Workplace conflict is resolved in line with PP&VA's Grievance procedures
- Record keeping activities are undertaken in accordance with PP&VA's policy and procedural requirements
- PP&VA's official information is captured appropriately within Records Management System

6. Work Health and Safety (WHS)

Major Tasks

- Attend training as required and ensure completion of training by supervised staff
- Perform work in accordance with WHS policies and procedures
- Ensure all procedures have been risk assessed, and risk assessments are reviewed in line with designated timeframes
- Monitor implementation and use of risk control measures
- Participate in consultative processes for the management of WHS, and ensure consultation processes are available to, and used by, supervised staff

Performance Measures

- All required training has been completed
- All supervised staff have completed required training
- WHS procedures are identified and complied with
- Risk assessment documentation is completed in line with legislative requirements, and risk assessments are reviewed at least annually or more frequently if required
- Risk control documentation is completed and records kept in accordance with council procedures
- Participation in consultation process is on record
- Record of supervised staff participation in consultation

Qualifications, Experience and Specialist Skills & Knowledge

Essential

- Demonstrated employment experience in a similar position – performing arts / events / tourism and hospitality.
- Demonstrated experience in the processes involved in carrying out diverse events from end to end
- Demonstrated commitment to continuous improvement of current systems and practices to ensure quality services are delivered to clients
- Ability to work under pressure, to deal calmly with a wide range of people with tact, discretion and care.
- Ability to set up events including lifting tables and chairs.
- Demonstrated precision, ability to multitask, maintain confidentiality, problem solving skills, high degree of accuracy and ability to work independently
- Current Working with Children Check
- Food Safety Certificate or willingness to acquire
- Current First Aid Certificate or willingness to acquire
- RSA or willingness to acquire

Desirable

- Demonstrated high level customer service and interpersonal skills.
- Demonstrated administrative and time management skills in a busy multifunctional event environment.
- Relevant tertiary qualifications.
- General ICT competency and facility in Microsoft Office programs and ability to learn industry specific software as required.
- Experience with working with and within a venue operations team
- Current Drivers licence

Position Based Core Skills Training

- Work Health and Safety
- Equal Employment Opportunity and Diversity
- Governance
- Drug and Alcohol Control Policy
- Manual Handling
- Hazard Identification
- Code of Conduct

Values and Behaviours

Penrith Performing & Visual Arts Ltd and staff support the following Values and Behaviours:

Integrity

- I am honest, ethical and maintain public trust
- I do what I say I'm going to do and I stand up for what I believe in
- I set a standard to be proud of amongst the community
- I do the right thing - even when no-one is looking

Selflessness

- I am willing to put others before me and assist them when needed
- I put the good of the organisation and the community above personal goals
- I support sustainability and cater for the wellbeing of future communities
- I uphold social justice principles

Accountability

- I take responsibility for decisions and actions, whatever the outcome
- I take responsibility for work, behaviour and how resources are used
- I ensure a safe and healthy workplace
- I take ownership of my work
- I operate within delegations

Honesty

- I tell the truth and correct misinformation
- I will refuse any bribes and I do not steal
- I trust in our relationships
- I ensure duties are undertaken in a lawful manner

Leadership

- I am creative and innovative
- I take responsibility and I am a good role model
- I inspire others in the organisation and community to be the best they can
- I have the courage to do the right thing
- I listen and communicate clear directions and actions

Impartiality

- I am always fair and treat people equally
- I am understanding and act objectively
- I separate personal interests from work responsibilities
- I base all decisions on merit and facts I am consistent in the application of processes

Openness

- I am transparent and straight-forward
- I am able to discuss problems or concerns and give reasons for decisions
- I share information appropriately
- I am obliged to report wrong-doing

Values and Behaviours

Respect

- I treat others fairly and objectively
- I value and accept other people's differences
- I treat others with dignity, kindness and in the spirit of service
- I treat people how I would like to be treated
- I recognise the worth of individuals