



Position Details

Position title:	Senior Venue & Events Officer
Award Classification:	Band 6
Department:	Property & Assets
Division:	Operations & Infrastructure
Date Approved:	March 2026
Approved By:	Manager Property & Assets

Organisational Relationships:

Reports To:	Team Leader Venue Management
Supervises:	Venue & Events Officer
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- The role of the Senior Venue and Events Officer is to lead and coordinate the bookings of spaces across Councils network of bookable venues to support increased utilisation and best value in accordance with City of Port Phillip Council Plan and other relevant policies and priorities. This includes managing complex bookings, supporting supplier and stakeholder relationships, and contributing to promotional and marketing initiatives to maximise community and commercial outcomes.

Key Responsibilities and Duties

- Key responsibilities and duties will include but are not limited to:

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- Manage daily bookings administration of Council's venues including assessment, event guidance, booking compliance, debt management, reporting and event scheduling in accordance with relevant Council regulations, policies and guidelines.
- Ensure bookings and event information within the booking system is accurate, up to date, accessible, and auditable (internally and externally) to help gain efficiencies and increase accessibility.
- Oversee the monitoring and maintaining of the Bookings and Events Help Desks, providing accurate responses to achieve desired outcomes in the first instance or redirection of enquiries to appropriate officers.
- Drive and establish relationships, partnerships, and engagement across Council and the community that support increased utilisation within Council owned and operated facilities in accordance with City of Port Phillip Council Plan and other relevant policies and priorities.
- Lead and support the continuous improvement of policies, processes, procedures, systems, standards and guidelines to support innovative, efficient and effective venue utilisation and booking management within Council.
- Support strategic business development by identifying and promoting new venue opportunities to increase utilisation and diversify revenue streams.
- Contribute to the implementation of targeted marketing and branding initiatives to increase venue visibility across commercial and community sectors.
- Coordinate onboarding of new venues into the booking system, aligning operational tools, marketing assets, and accessibility standards.
- Support the integration of data collection tools (e.g. surveys, expression of interest forms) to inform service improvement and client engagement strategies.
- Raise requisitions for expenditure, prepare invoices and follow up with clients, both internal and external, for collection of debts.

Accountability and Extent of Authority

- Assist the Team Leader to develop and monitor relevant agreements or alliances with local groups/organisations hiring the venues, in accordance with City of Port Phillip policies and procedures.
- Assist in the negotiation and management of supplier and promotional agreements to support venue marketing and preferred vendor arrangements. Provide accurate and reliable information to customers regarding the use of Council venues and the accompanying booking requirements.
- Organise event security and cleaning services for all events and meetings according to bookings schedule.
- Approve applications and liaise with event organisers and the Operations Team to ensure compliance with all required conditions.
- Apply operational knowledge to manage subsidy allocation in accordance with grant guidelines and reporting requirements.



- Maintain internal documentation systems and venue information to ensure accurate, auditable, and accessible records in compliance with regulations.
- Undertake basic financial tasks such as debtors management, invoicing, reporting, and accounts payable activities.
- Provide supervision and delegation of tasks by review and assessment of incoming events and queries to the Venue & Event Officers, ensuring efficient service delivery and standards are maintained.

Judgement and Decision Making

- Assess applications, make decisions and resolve booking related issues under your delegated authority to minimise risk and enhance customer service.
- Exercise high level problem solving skills, including operating in a commercial environment with suppliers and hirers in situations where guidance is usually, but not always readily available.
- Capacity to apply broad conceptual skills to the areas of community engagement and relationships building.
- To consistently demonstrate the agreed City of Port Phillip values and the principles of social justice, equity, diversity and inclusion.
- To act in a professional manner, demonstrating the following behaviours – positive attitude, adaptable, flexible and lateral/developmental thinking.
- Assess client needs in complex event scenarios and recommend suitable venue solutions that align with operational policy and community standards.
- Use discretion in adapting standard procedures to accommodate inclusive or culturally specific requirements in venue use.
- Monitor trends in bookings and event types to anticipate future needs and support operational planning.

Specialist Skills and Knowledge

- Provide specialist advice, support and guidance for bookings and events within a diverse range of council bookable facilities.
- Demonstrated knowledge and understanding of the principles of good customer service with the ability to provide accurate information and advice to Council, management, service users and the public in relation to venue hire.
- Demonstrated understanding of matching client requirements to the capacities of venues and identifying appropriate co-location of groups to support increased utilisation in line with the Council Plan and other Council policies and guidelines.
- Experience in working with legislation, policies and statutory controls to solve problems and provide operational advice to senior management.
- Knowledge of liquor licencing requirements, security management for venues, event supply requisition principles and safe event management.



- Advanced word processing skills and utilisation of a variety of software packages including financial and booking system.
- Maintain up-to-date knowledge of accessible event planning, inclusive practices, and cultural considerations in venue management.
- Understand and apply Council policies regarding third-party supplier agreements, catering exceptions, and promotional partnerships.
- Support digital marketing efforts by coordinating inputs for venue promotion including photography, event listings, and paid media content.
- Use booking platforms and CRM systems to manage complex, multi-day events and ensure smooth coordination between departments.

Management Skills

- Strong ability to manage own time, problem solve, set priorities, work under pressure, organise own workload and plan work to meet deadlines and unit functional requirements simultaneously.
- Promote and continuously improve policies, processes, procedures, standards and guidelines to support innovative, efficient and effective venue management within Council.
- Actively promote a service culture through personal leadership.
- Support the development of junior team members by providing onboarding guidance, system training, and day-to-day mentoring.
- Coordinate multi-departmental communication and logistics for high-volume or high-impact events requiring cross-functional collaboration.
- Prioritise and manage multiple project timelines (e.g., venue onboarding, marketing initiatives, client negotiations) in alignment with team objectives.

Interpersonal Skills

- High level of interpersonal and written communication skills to deal with all levels of internal and external stakeholders and the ability to successfully gain cooperation and assistance in politically sensitive arrangements.
- Ability to develop and maintain strong relationships with internal and external stakeholders, including service managers, community groups and commercial vendors, by taking a proactive account management approach, actively developing and maintaining key partnerships and resolving conflict in a way that achieves productive outcomes.
- Sensitivity to and acceptance of a wide variety of lifestyles and cultures.
- Ability and willingness to work with flexibility in a small team and balance competing demands
- Maintain effective and professional relationships with commercial clients, community groups, suppliers, and internal stakeholders.

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- Liaise with clients and stakeholders to gain cooperation and build positive relationships to support Council objectives and resolve issue to support positive outcomes, particularly in sensitive cases.
- Communicate clearly and persuasively across digital, written, and face-to-face platforms to ensure alignment on event requirements and Council expectations.

Qualifications and Experience

- Completion of a degree or diploma in event management or business and/or lesser formal qualifications with experience in the booking management, activation and administration of multi-use facilities.
- High level of interpersonal and written communication skills to deal with all levels of internal and external stakeholders.
- Proficiency in the use of various Microsoft office programs, booking, financial and record management systems.

Child-Safe Standards

Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

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Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).

Key Selection Criteria

- Degree or diploma in event management or business and/or lesser formal qualifications with experience in the booking management, activation and administration of multi-use facilities.
- Demonstrated experience in strategic business development, including identifying and implementing initiatives to increase venue utilisation, diversify revenue streams, and grow market opportunities.
- Sound knowledge of venue and event compliance, including liquor licensing, food safety, security coordination, and risk mitigation frameworks.
- Strong stakeholder engagement and negotiation skills, with a demonstrated ability to build and maintain effective relationships with internal departments, community groups, commercial clients, and suppliers.
- Demonstrated ability to work efficiently as a member of a team and provide excellent customer service to both internal and external clients.
- Demonstrated capacity for leadership within a team environment, including mentoring junior staff, contributing to culture and capability development, and supporting team-wide planning and service improvement.
- Ability to manage competing priorities, problem solve, plan and organise work under pressure and unsupervised at times to deliver and maintain consistent functional outcomes.
- Experience in working with legislation, policies and statutory controls to solve problems, implement suitable solutions and provide operational advice to senior management and staff.
- Proficiency in the use of various Microsoft office programs, booking, financial and record management systems.



City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

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