



Position Details

Position title:	Team Leader Venue Management
Award Classification:	Band 7
Department:	Property and Assets
Division:	Operations and Infrastructure
Date Approved:	May 2025
Approved By:	Manager Property and Assets

Organisational Relationships:

Reports To:	Head of Property Operations & Facilities
Supervises:	Venue and Events Officer, Corporate Events Officer, Venue Operations Officer, Venue Supervisor, Venue 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

- Lead the proactive management of a network of flexible community spaces across the municipality to enable efficient delivery of inclusive, accessible, safe and multi-functional events that balances civic, community, and commercial use in accordance with the Council Plan.

Key Responsibilities and Duties

- Lead the Venue Management Team in overseeing the daily operations of Council's venues and bookable spaces, ensuring compliance, fitness for purpose, and adherence to relevant legislation, policies, and hire conditions.
- Develop and maintain relationships across Council and the community to drive increased and equitable utilisation of venues in alignment with the Council Plan and strategic priorities.

- Create and implement business plans and marketing strategies that promote venue usage, balancing financial sustainability with community access and Council objectives.
- Champion continuous improvement in policies, procedures, systems, and standards to enhance efficiency, innovation, and best practice in venue management.
- Supervise, support, and develop the Venue Management Team, including performance management, professional development, and ensuring high levels of team engagement and capability.
- Oversee professional event management services, ensuring accurate and auditable bookings, and coordinate emergency management responsibilities including Chief Warden duties and site safety protocols.
- Provide support to the Head of Property Operations & Facilities in line with council policy, procedure and protocols as agreed and varied from time to time.
- Must be available for all after hour's assistance on call for support to Venue Operations Officer and Venue Officers as required.
- Adherence to the Employee Code of Conduct.

Accountability and Extent of Authority

- Responsible for the assessment, coordination, and facilitation of meetings and events within council venues and bookable spaces.
- Have input into the development of policy and strategies to support the effectiveness of Council Venues including input into the development and execution of marketing strategies to drive increased utilisation and revenue.
- Contract management as required to ensure requirements of any contract are met within the agreed resources.
- Accountable for the recruitment, development, and management of staff for the Venue Management Team.
- Act as emergency services support for the venues and events within the portfolio, exercising powers delegated under Council's agreed emergency management policies.
- Using established contract management principles and develop, negotiate, and monitor relevant agreements, contracts, or alliances with local community groups / organisations operating within the facilities, in accordance with City of Port Phillip policies and procedures.
- As appropriate, coordinate and communicate venue maintenance issues to the Building Maintenance team for resolution.

Judgement and Decision Making

- Make decisions and resolve venue related issues under your delegated authority to minimise risk and enhance customer service.
- Provide specialist advice and recommendations to Senior Management, Council, Staff Hirers, and the general public in relation to events and venue hire for venues within the portfolio.
- Capacity to apply broad conceptual skills to the areas of community engagement and relationships building, service development, and implementation.

- To consistently demonstrate the agreed City of Port Phillip values and the principles of social justice, equity, diversity, and inclusion.
- Responsible for the venue hire and meeting / event requirements for the network of flexible spaces within the portfolio.
- Apply Council's contract management principles in accordance with agreed purchasing, procurement, and probity policies and processes that affect venue management.
- Exercise high-level problem-solving skills with the ability to gain cooperation in operating in a commercial environment with suppliers and hirers.
- Act as an authorised officer of the council in granting permits for large events within Town Halls and venues.

Specialist Skills and Knowledge

- An ability to think strategically and conceptually in the provision of accessible and inclusive events within multi-use venues that balances civic, community, and commercial use.
- Logistics and project management skills, including the capacity to manage jointly relevant capital works, catering operations, and multiple events.
- Understanding of the needs of the external market and the requirements for professional event management and hospitality.
- Monitor the agreed venue management budget and ensure that the team operates within allocated resources, drives revenue, and minimises costs.
- Participate in the development and implementation of business plans and use, develop, and interpret financial and management reports
- Experience in working with legislation, policies, and statutory controls to solve problems and provide operational advice to senior management and staff.
- Experience in reviewing and negotiating agreements that ensure compliance with the law, current policy, and ongoing operational requirements.
- Ability to provide accurate information and advice to Council, management, service users, and the public in relation to venues and their hire.

Management Skills

- Ability to manage resources, time constraints, and budget to deliver the ongoing operational activities associated with managing a diverse portfolio of venues and bookable spaces.
- Facilitate effectiveness through empowering, motivating, and developing staff within a work environment that promotes diversity, trust, and respect.
- Participate in the regular development and review of policies, processes, procedures, standards, and guidelines to support innovative, efficient, and effective venue management within Council.
- Keep abreast of operational and legislative changes in relation to venue management matters and educate other staff members across the organisation who are responsible for venue management.

- Actively promote a service culture through personal leadership, coaching, mentoring, and the performance, assessment, and development of staff.
- Responsible for the selection, recruitment, and management of staff and consultants.

Compliance

- Ensure that you are familiar with and abide by the City of Port Phillip Employee Code of Conduct, applicable legislation, and Council's policies and procedures.
- Ensuring that Councillor, CEO, and community requests or complaints are responded to in an appropriate and timely fashion.
- Ensure that all hazards, unsafe conditions, incidents, and near misses are reported promptly and within set timeframes.
- Participate as appropriate in an early and safe return to work program after a workplace injury.
- Participate in the improvement of health and safety, including incident investigations and risk management processes.
- Ensure legislative compliance and consistency of standards regarding the management of the portfolio.
- Lead the development and implementation of risk management strategies and ensure that there are processes in place to identify and minimise the risk of fraud.

Interpersonal Skills

- Highly developed interpersonal and written communication skills to deal with all levels of internal and external stakeholders and the proven ability to successfully influence and gain cooperation in politically sensitive community arrangements.
- Ability to develop and maintain strong relationships with internal and external stakeholders, including the contractors, hirers, service managers, and community groups, by taking a proactive account management approach, actively developing and managing 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 to work effectively and achieve results with a minimum level of supervision.

Qualifications and Experience

- Tertiary or similar qualification in venue management, business, and / or substantial previous experience in the operational management, activation, events management, and integration of compatible services / programs of multi-use venues.
- Knowledge of OHS and risk management practices relevant to the events industries and venue management in a local government context is beneficial.
- Excellent interpersonal skills and ability to develop and maintain positive relationships and networks as well as the ability to manage projects with a range of stakeholders.



- Knowledge of and ability to use a range of computer software including Word, Excel and Outlook.

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* (Vic). 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.

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, and
- 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

- Tertiary or similar qualification in venue management, business, and / or substantial previous experience in the operational management, activation, events management, and integration of compatible services/programs of multi-use venues.
- Understands the needs and requirements of the external market in providing professional venue hire services and can turn this understanding into successful marketing strategies.
- A proven leader with a track record of building high performing teams and demonstrated alignment to our Community First mindset including a commitment to continuous learning and improvement, collaboration, and best value.
- Highly developed interpersonal and written communication skills to deal with all levels of internal and external stakeholders and the proven ability to successfully influence and gain cooperation in politically sensitive community arrangements.
- An ability to think strategically and conceptually in the provision of accessible and inclusive events within multi-use venues that balances civic, community, and commercial use.
- Experience in working with legislation, policies, and statutory controls to solve problems, implement suitable solutions, and provide operational advice to senior management and staff.

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.